

Course Descriptions Exchange 2017-2018

Course Title Knowledge Management
 Course Code EBC2039
 ECTS Credits 6,5
 Assessment None

| Period | Start | End | Mon | Tue | Wed | Thu | Fri |
|--------|------------|------------|-----|-----|-----|-----|-----|
| 2 | 30-10-2017 | 22-12-2017 | X/E | | | X/E | |

Level Introductory/Intermediate
 Coordinator Jeffrey Sweeney, Nick Sutton For more information: j.sweeney@maastrichtuniversity.nl; n.sutton@maastrichtuniversity.nl

Language of instruction English

Goals Students that have followed this course should be able to:
 -Understand Knowledge Management (KM) concepts and tools;
 -Understand KM processes (acquisition, selection, generation, internalisation, externalisation);
 -Identify how KM can be used effectively within specific environments;
 -Understand the facilitating role that information technology can play in knowledge management;
 -Understand the challenges posed by KM implementation.

Description This course studies the knowledge management practices of contemporary global Organisations. For a long time companies relied on labour, capital and (raw) material as their most important assets, but nowadays intellectual capital (knowledge) is seen as the key driver of competitiveness for many Organisations. Organisations such as consultancy and law firms heavily rely on so-called knowledge workers to deliver their services. The growing recognition that knowledge is a distinct production factor has led to a new field of study and practice: knowledge management. Knowledge management can be defined as the systematic, explicit and deliberate acquisition, storage and application of Organisational knowledge, aimed at maximizing Organisations' return on knowledge assets. Managing knowledge is a difficult endeavour, because knowledge originates in the human mind and can be difficult to codify. Information technology (e.g. corporate Facebooks, wikis, online forums) can support knowledge management initiatives in Organisations, but these systems are not without limitations. Hence, this course is concerned with a very fundamental question: 'How can we manage knowledge?' This question is addressed using academic and business press readings and a diverse set of company cases.

Literature Electronic Reader

Prerequisites No prerequisites

Teaching methods PBL / Presentation / Lecture

Assessment methods Participation / Written Exam

Evaluation in previous academic year For the complete evaluation of this course please click <http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM>

This course belongs to the following programme / specialisation

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| Bachelor Economics and Business Economics Specialisation Economics | IBE Electives |
| Bachelor Economics and Business Economics Specialisation Emerging Markets | Business Electives |
| Bachelor Economics and Business Economics Specialisation Emerging Markets | Major Information Management |
| Bachelor Economics and Business Economics Specialisation Economics and Management of Information | Year 2 Compulsory Courses |
| Bachelor Economics and Business Economics Specialisation International Business Economics | Business Electives |
| Bachelor Economics and Business Economics Specialisation International Business Economics | Information Management Electives |
| Bachelor Economics and Business Economics Specialisation International Business Economics | Major Information Management |
| Bachelor International Business Specialisation Emerging Markets | Major Information Management |
| Bachelor International Business | Business Electives (Major Accounting) |
| Bachelor International Business | Business Electives (Major Finance) |
| Bachelor International Business | Business Electives (Major Marketing) |
| Bachelor International Business | Business Electives (Major Organisation) |
| Bachelor International Business | Business Electives (Major Strategy) |
| Bachelor International Business | Business Electives (Major Supply Chain Management) |
| Bachelor International Business | Major Information Management |
| SBE Exchange Bachelor | Bachelor Exchange Courses |
| SBE Exchange Master | Bachelor Exchange Courses |
| SBE Non Degree Courses | Bachelor Courses |