



University/Academy: Arab Academy for Science and Technology & Maritime Transport

Faculty/Institute: College of Computing and Information Technology

Program: Information Systems

**Form No. (12)
Course Specification**

1- Course Data

Course Code: IS463	Course Title: Knowledge Management	Academic Year/Level: 4 / 8
Specialization: Information Systems	No. of Instructional Units: 2 hrs lecture 2 rs section	Lecture:

2- Course Aim	This course studies knowledge management within the context of large organizations, particularly those that conduct business on the web and over the Internet. Topics include the knowledge management (KM) process model and lifecycle; case studies of effective KM in organizations; business frameworks and models, including business-to-consumer, business-to-business, and net marketplaces; the extensible markup language (XML) and its use in business transactions and services; the role of standards in effecting inter-enterprise process models and workflows; the intelligent integration and interchange of information among business partners; web service architectures and standards; and security and digital rights management in e-business environments.
----------------------	---

3- Intended Learning Outcome:	
a- Knowledge and Understanding	K13 Information systems, data and information management, enterprise architecture, IS project management, IT infrastructure, systems analysis and design, and IS strategies. K15 The broad context within which computer information science including issues such as quality, reliability, enterprise, employment law, accounting and health.
b- Intellectual Skills	I10 Define traditional and nontraditional information systems problems, set goals towards solving them, and observe results I14 Select the suitable tools, methods and techniques for modeling, analyzing IS, establishing criteria, and verify solutions. I15 Identify a range of solutions and critically evaluate and justify proposed design solutions.

c- Professional Skills	<p>P10 Use quantitative analysis techniques appropriately and effectively.</p> <p>P12 Plan and manage an information systems project from inception to final implementation and cut-over</p> <p>P15 Apply the principles of effective information acquisition, information management, organization, and information-retrieval to text, images, sound, and video.</p> <p>P19 Maintain existing information systems.</p>																		
d- General Skills	<p>G1 Demonstrate the ability to make use of a range of learning resources and to manage one's own learning.</p> <p>G3 Show the use of information-retrieval.</p>																		
4- Course Content	<table border="1" data-bbox="531 633 1394 1279"> <thead> <tr> <th data-bbox="531 633 587 674">#</th> <th data-bbox="587 633 1394 674">CLO</th> </tr> </thead> <tbody> <tr> <td data-bbox="531 674 587 819">1</td> <td data-bbox="587 674 1394 819">To understand what knowledge management is .</td> </tr> <tr> <td data-bbox="531 819 587 920">2</td> <td data-bbox="587 819 1394 920">To learn the evolution of Knowledge Enabled Customer Relationship Management (KCRM)</td> </tr> <tr> <td data-bbox="531 920 587 1055">3</td> <td data-bbox="587 920 1394 1055">To understand the Customer Relationship Management Life Cycle .</td> </tr> <tr> <td data-bbox="531 1055 587 1095">4</td> <td data-bbox="587 1055 1394 1095">To understand the business environment</td> </tr> <tr> <td data-bbox="531 1095 587 1135">5</td> <td data-bbox="587 1095 1394 1135">To develop strategic alignment</td> </tr> <tr> <td data-bbox="531 1135 587 1176">6</td> <td data-bbox="587 1135 1394 1176">To create infrastructure development and deployment</td> </tr> <tr> <td data-bbox="531 1176 587 1216">7</td> <td data-bbox="587 1176 1394 1216">To understand leadership principles</td> </tr> <tr> <td data-bbox="531 1216 587 1279">8</td> <td data-bbox="587 1216 1394 1279">To understand aspects of organizational change management.</td> </tr> </tbody> </table>	#	CLO	1	To understand what knowledge management is .	2	To learn the evolution of Knowledge Enabled Customer Relationship Management (KCRM)	3	To understand the Customer Relationship Management Life Cycle .	4	To understand the business environment	5	To develop strategic alignment	6	To create infrastructure development and deployment	7	To understand leadership principles	8	To understand aspects of organizational change management.
#	CLO																		
1	To understand what knowledge management is .																		
2	To learn the evolution of Knowledge Enabled Customer Relationship Management (KCRM)																		
3	To understand the Customer Relationship Management Life Cycle .																		
4	To understand the business environment																		
5	To develop strategic alignment																		
6	To create infrastructure development and deployment																		
7	To understand leadership principles																		
8	To understand aspects of organizational change management.																		
5- Teaching and Learning Methods	Lectures, Individual study & self-learning.																		
6- Teaching and Learning Methods for Students with Special Needs	<ul style="list-style-type: none"> • Students with special needs are requested to contact the college representative for special needs (currently Dr Hoda Mamdouh in room C504) • Consulting with lecturer during office hours. • Consulting with teaching assistant during office hours. • Private Sessions for redelivering the lecture contents. <p>For handicapped accessibility, please refer to program specification.</p>																		
7- Student Assessment:																			
a- Procedures used:	Exams and Individual Projects																		

b- Schedule:	7 th week exam 30% Project 10% Project 12 th week 20 % Final exam 40%
c- Weighing of Assessment:	7 th week exam 30% Project 10% Project 12 th week 20 % Final exam 40%
8- List of References:	
a- Course Notes	
b- Required Books (Textbooks)	<ul style="list-style-type: none"> • -Knowledge Management, Elias M Awad Hassan M. Ghaziri , ISBN: 0-13-034820-1 Publisher: Prentice Hall Copyright: 2004 • -M. C. Daconta, L. J. Obrst, and K. T. Smith, <i>The Semantic Web: A Guide to the Future of XML, Web Services, and Knowledge Management</i>: Wiley Publishing, Inc., 2003.
c- Recommended Books	
d- Periodicals, Web Sites, ..., etc.	•

Course Instructor:

Head of Department:

Sign

Sign