



MGMT 650: Knowledge Management

Fall 2023

Instructor: Michael Koskinen, Ed.D

Class: Hybrid: Meeting every other Wednesday 6:00 PM

Office Hours: Thursdays from 7:00 PM to 8:00 PM and by appointment. Please email for an appointment.

E-Mail: msk28@njit.edu

- ❖ **Contact Policy:** Please be advised that response time to emails and phone calls is within 24 hours. I will make every effort to get back to you in a timely fashion.

Course Description (From NJIT Catalog): Students will learn the principles of the knowledge management process. At the end of the course, students will have a comprehensive framework for designing and implementing a successful knowledge management effort and be able to assist in the development of knowledge.

Course Text: All course materials will be available online using open educational resources. Our main text we will be using is:

Knowledge Management Matters : Words of Wisdom from Leading Practitioners edited by Girard, John|Girard, Joann . Macon, Georgia : Sagology , 2018

Text is available in Canvas as a PDF.

Course Outcomes:

- SO1** Construct a Knowledge Management (KM) system of a selected group using industry standard software (ServiceNow)
- SO2** Demonstrate the ability to develop knowledge in ServiceNow, an industry standard software.
- SO3** Explain the use of KM in organizations to increase productivity.
- SO4** Summarize the different types of KM and how they are used.
- SO5** Identify tools KM for the stages of creation, acquisition, transfer and management of knowledge.
- SO6** Demonstrate knowledge of effective training and development for organizations.
- SO7** Analyze effective use of knowledge in the workplace.

Netiquette:

Throughout this course, students are expected to be courteous of classmates by being a polite, active participant. Students should respond to discussion forum assignments in a timely manner so classmates have adequate time to respond to your post. Respect opinions, even those that differ from your own and avoid using profanity or offensive language.

Grading of Assignments:

Assignment	Percent of Grade
Unit Reading Quizzes Description: Each Unit will consist of a short quiz based on the unit reading	10%
ServiceNow: KM Completion Description: Students will work in the Knowledge Management functionality of ServiceNow. Students must complete the required training module which will lead to the final project.	5%
Unit Projects Description: Each unit will have a paper, case study, or presentation project related to the unit topic.	40%
Classroom Assignments Description: Students will participate and respond in a weekly discussion forum and conduct work in class.	10%
Final Project: NJIT Knowledge Base Description: Students will be broken up into groups. Utilizing ServiceNow and concepts from the course students will be asked to create a Knowledge Management system based on a NJIT department.	35%

Grading Scale:

A 90 – 100%

B+ 85 – 89%

B 80 – 84%

C+ 75 – 79%

C 65 – 74%

F Below 65%

Course Schedule:

Class meetings: This is a hybrid course. Please note the definition of this course modality as noted by the NJIT website: *Delivery of instruction in which some traditional face-to-face contact hours are replaced with required synchronous or asynchronous online instruction (frequently through the learning management system). The amount of online activity is set by the instructor and varies by course. Students should refer to the course syllabi for the course meeting schedule, however no Hybrid course should be more than 50% online. (sometimes referred to as blended learning).*

The remote portion of the class must be delivered in a synchronous online format unless the course has been developed for asynchronous online delivery.

We will be meeting every other week in the course as outlined below>

Topic & Weeks	Assignments
Week 1 Introduction (Course Meeting)	<ul style="list-style-type: none">• Welcome Forum• Review of Course Materials
Unit 1 (Weeks 2 & 3) Topic: Introduction to Knowledge Management Course Meeting: Week 3	<ul style="list-style-type: none">• Reading• Unit Reading Quiz• Discussion• Project: Tacit Knowledge Transfer
Unit 2 (Weeks 4 & 5) Topic: Information Technology and KM Course Meeting: Week 5	<ul style="list-style-type: none">• Reading• Unit Reading Quiz• Discussion• Case Study: IT
Unit 3 (Weeks 6 & 7) Topic: ServiceNow and KM Course Meeting: Week 7	<ul style="list-style-type: none">• Reading• Unit Reading Quiz• Discussion• Complete ServiceNow Training: Knowledge Management
Unit 4 (Weeks 8 & 9) Topic: Knowledge Creation/SECI Model Course Meeting: Week 9	<ul style="list-style-type: none">• Reading• Unit Reading Quiz• Discussion• Case Study
Unit 5 (Weeks 10 & 11) Topic: People and Processes Course Meeting: Week 11	<ul style="list-style-type: none">• Reading• Unit Reading Quiz• Discussion• Project: Community of Practice

Unit 6 (Weeks 12 & 13) Topic: Organizational Learning Course Meeting: Week 13	<ul style="list-style-type: none"> • Reading • Unit Reading Quiz • Discussion • Project: Using the ADDIE Model
Unit 7 (Week 14 & 15) Topic: Organizational Leadership. Project submissions. Course Meeting: Week 15	<ul style="list-style-type: none"> • Reading • Project Presentations • Submit Finished NJIT Knowledge Base

Additional Information and Resources

[IST Service Desk](#)

The IST Service Desk is the central hub for computing information and first point of contact for getting help and reporting issues related to computing technology at NJIT.

Students can put in a ticket with the service desk: <https://servicedesk.njit.edu/> or call (973) 596-2900. The IST Service Desk is open 24/7.

[Academic Advising Success Center](#)

“...assist in the advisement of students who are undecided in their major, transitioning into another major at NJIT, and those students who need additional support to graduate successfully and in a timely manner.”

[Academic Integrity](#)

“New Jersey Institute of Technology is an institution dedicated to the pursuit of knowledge through teaching and research. The university expects that its graduates will assume positions of leadership within their professions and communities. Within this context, the university strives to develop and maintain a high level of ethics and honesty among all members of its community. Imperative to this goal is the commitment to truth and academic integrity. This commitment is confirmed in this NJIT University Code on Academic Integrity.”

[Academic Support and Student Affairs](#)

“From questions about becoming a student at NJIT – to student engagement – to searching for information on career development, the Division of Academic Support and Student Affairs Staff is here to help.”

[Additional Tutoring Centers](#)

- [Math Tutoring Center](#)
- [Chemistry Learning Center](#)
- [The Writing Center](#)
- [CS Tutoring \(ACM\)](#)
- [Physics Tutoring](#)

[Bookstore](#)

“Show your New Jersey Institute Of Technology pride all year long with our authentic assortment of New Jersey Institute Of Technology collegiate apparel...Plus, our selection of [textbooks](#), [computers](#), and [supplies](#) will ensure every New Jersey Institute Of Technology student is prepared for success.”

[Canvas Accessibility Statement](#)

This course is offered through an accessible Learning Management System.

[Canvas Student Orientation](#)

"This self-paced orientation will introduce you to the NJIT Canvas learning management system (LMS). The orientation will provide direction on how to use and navigate the system including submitting assignments, communicating with your instructor and classmates, checking grades, where to get help, etc."

[Center for Counseling and Psychological Services](#)

"The NJIT Center for Counseling and Psychological Services (C-CAPS) is committed to assisting students in the achievement of their academic goals as well as benefiting from their personal experience on campus. College life can be personally challenging and stressful at times. We believe that the educational process is an important component of the development of the individual as a whole person. Our goal is to optimize the college experience and improve the quality of the lives of our students by promoting their mental health and facilitating students' personal, academic and professional growth."

[The Learning Center](#)

"Our mission is to assist students both in the classroom and beyond by providing tutorial services, academic coaching, academic and personal enrichment workshops and staff and peer support so students can meet the demands of their coursework and are prepared for life after graduation."

[Office of Accessibility Resources and Services](#)

"The Office of Accessibility Resources and Services works in partnership with administrators, faculty and staff to provide reasonable accommodations and support services for students with disabilities who have provided our office with medical documentation to receive services."

[Robert W. Van Houten Library](#)

"The Van Houten Library offers electronic and print resources essential to the mission of New Jersey's science and technology university, including a core collection of academic books, databases, and journals, as well as research and consultation services."

[Student Financial Aid Services](#)

"Student Financial Aid Services (SFAS) at NJIT is committed to providing you with every opportunity to obtain funding to support your undergraduate educational costs at NJIT."