



UNIVERSITY OF WALES: TRINITY SAINT DAVID  
PRIFYSGOL CYMRU: Y DRINDOD DEWI SANT

**School of Business**

**London Campus**

**Knowledge and Information Management  
Skills for the Workplace  
BMSW5106**

|                     |                                                                      |
|---------------------|----------------------------------------------------------------------|
| <b>MODULE CODE:</b> | <b>BMSW5106</b>                                                      |
| <b>TITLE:</b>       | <b>Knowledge and Information Management Skills for the Workplace</b> |
| <b>DATED:</b>       | <b>21/03/2019</b>                                                    |
| <b>LEVEL:</b>       | <b>5</b>                                                             |
| <b>CREDITS:</b>     | <b>20</b>                                                            |

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#### **AIM(S)**

- To develop understanding of the challenges of managing knowledge and information within an organisation.
- To identify and apply appropriate management information systems.

#### **LEARNING OUTCOMES**

Upon the successful completion of this module, the student should be able to:

- evaluate the concept and importance of knowledge management in terms of an organisation's knowledge assets and their management;
- understand the key knowledge management processes required for organisational development;
- develop a framework for establishing a knowledge management culture.

#### **INDICATIVE CONTENT**

- The relationship between data, information, knowledge and wisdom.
- Information sources.
- Capturing valuable information.
- Information flow and information overload.
- Searching for and identifying valuable information.
- Information storage.
- Information life cycles.
- Managing information risk.
- External factors and sustainability within knowledge and information management.

#### **Study Time Allocation**

The allocation of teaching to deliver the module is:

| <b>Activity type</b> | <b>Hours</b> | <b>Percentage</b> |
|----------------------|--------------|-------------------|
| Scheduled learning   | 40           | 20%               |
| Independent learning | 160          | 80%               |
| Placement Learning   | 0            | 0%                |
| <b>TOTAL</b>         | <b>200</b>   | <b>100%</b>       |

**ASSESSMENT****Assessment Component 1 – Coursework***(Tick one)*☐ Written exam☒ Coursework☐ Practical

| Mode of assessment                                                                                                                                   | Volume                               | Weighting |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-----------|
| Individual written proposal in response to a given case/scenario, supported by a practical evaluation (e.g. poster or presentation) of that proposal | 3500 words supported by 5-10 minutes | 100%      |

**Assessment Summary**

| Activity type | Percentage  |
|---------------|-------------|
| Written       | 0%          |
| Coursework    | 100%        |
| Practical     | 0%          |
| <b>TOTAL</b>  | <b>100%</b> |

**READING LIST**

| Module Code    | BMSW5106                                                                                                                                                                                                                                                                                                                                                                                                       |                                     |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Module Title   | Knowledge and Information Management Skills for the Workplace                                                                                                                                                                                                                                                                                                                                                  |                                     |
| Classification | Reading List entry                                                                                                                                                                                                                                                                                                                                                                                             | Electronic*                         |
| Essential      | Laudon, K., & Laudon, J. P. (2014). Management information systems: Managing the digital firm. Thirteenth edition. Pearson: London<br><a href="https://www-dawsonera-com.ezproxy.uwtsd.ac.uk/abstract/9780273790327">https://www-dawsonera-com.ezproxy.uwtsd.ac.uk/abstract/9780273790327</a><br>(Accessed 25 July 2019)                                                                                       | <input checked="" type="checkbox"/> |
| Essential      | Sanchez, R. (2003) Knowledge management and organizational competence. (Online) Oxford University Press: New York <a href="https://www-oxfordscholarship-com.ezproxy.uwtsd.ac.uk/view/10.1093/acprof:oso/9780199259281.001.0001/acprof-9780199259281">https://www-oxfordscholarship-com.ezproxy.uwtsd.ac.uk/view/10.1093/acprof:oso/9780199259281.001.0001/acprof-9780199259281</a> (Accessed 25 July 2019)    | <input checked="" type="checkbox"/> |
| Further        | Collinson, C and Parcell, G (2004) Learning to Fly: Practical Knowledge Management from Leading and Learning Organizations, Capstone, England.                                                                                                                                                                                                                                                                 | <input type="checkbox"/>            |
| Further        | Caruso, S. (2017). A Foundation for Understanding Knowledge Sharing: Organizational Culture, Informal Workplace Learning, Performance Support, and Knowledge Management. Contemporary Issues in Education Research, 10(1), 45-52.<br><a href="https://search-proquest-30472&amp;rfr_id=info%3Axri%2Fsid%3Aprimo">https://search-proquest-30472&amp;rfr_id=info%3Axri%2Fsid%3Aprimo</a> (Accessed 25 JULY 2019) | <input checked="" type="checkbox"/> |

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|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| <b>Module Code</b>    | <b>BMSW5106</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                     |
| <b>Module Title</b>   | <b>Knowledge and Information Management Skills for the Workplace</b>                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |
| <b>Classification</b> | <b>Reading List entry</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Electronic*</b>                  |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                     |
| Further               | Easterby-Smith, M. and Lyles, M. A. (2003). The Blackwell Handbook of Organizational Learning and Knowledge Management. Malden, MA: Blackwell Pub.                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/>            |
| Further               | Griseri, P. (2002). Management Knowledge: A Critical View. Houndmills, Basingstoke, Hampshire: Palgrave.                                                                                                                                                                                                                                                                                                                                                                                               | <input type="checkbox"/>            |
| Further               | Okike, E., & Mbero, Z. (2015). Information Technology (IT) Knowledge Management system stage model: A proposal for today's workplace. International Journal of Computer Science Issues (IJCSI), 12(5), 193-202.<br><a href="https://search-proquest-com.ezproxy.uwtsd.ac.uk/docview/1729353122?accountid=130472&amp;rfr_id=info%3Axi%2Fsid%3Aprimo">https://search-proquest-com.ezproxy.uwtsd.ac.uk/docview/1729353122?accountid=130472&amp;rfr_id=info%3Axi%2Fsid%3Aprimo</a> (Accessed 25 July 2019) | <input checked="" type="checkbox"/> |
| Further               | Jones, B. (2001). Knowledge Capitalism. Oxford: Oxford University Press Pl.                                                                                                                                                                                                                                                                                                                                                                                                                            | <input type="checkbox"/>            |
| Further               | Lips, M. (2014). Transforming Government—by Default? In Society and the Internet (p. Society and the Internet, Chapter 12). Oxford University Press.                                                                                                                                                                                                                                                                                                                                                   | <input type="checkbox"/>            |
| Further               | Lilley, S. Lightfoot, G and Amaral, P. (2004) Representing organization: knowledge, management and the information age. (Online) Oxford: Oxford University Press,<br><a href="https://www-oxfordscholarship-com.ezproxy.uwtsd.ac.uk/view/10.1093/acprof:oso/9780198775416.001.0001/acprof-9780198775416">https://www-oxfordscholarship-com.ezproxy.uwtsd.ac.uk/view/10.1093/acprof:oso/9780198775416.001.0001/acprof-9780198775416</a> (Accessed 25 July 2019)                                         | <input checked="" type="checkbox"/> |
| Further               | Newell, S. et al. (2009). Managing Knowledge Work and Innovation. 2nd ed. Basingstoke: Palgrave Macmillan.                                                                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/>            |
| Further               | O'Dell, C and Hubert, C (2011) The New Edge in Knowledge: How Knowledge Management Is Changing the Way We Do Business, John Wiley, New Jersey.                                                                                                                                                                                                                                                                                                                                                         | <input type="checkbox"/>            |