

Knowledge and Information Management Skills for the Workplace
BMSW5106
Weekly Schedule

Week No.	Topics	Notes
Week 01	Introduction / overview of the module BMSW5106 • Topics to be discussed and session aims • Information and data • Managerial decision making Activity 1. Input-process-output quiz 2. Challenges to manage operational data	PPT slides Short videos
Week 02	The process & challenges of knowledge management • Defining knowledge and knowledge management • DIKW model Activity 1. Knowledge and information workers 2. The concept of data-information-knowledge	PPT slides Short videos Case study
Week 03	Knowledge management life cycle & tools • Knowledge management frameworks • Knowledge acquisition and retention • Personality traits and knowledge transfer • ICT services for knowledge transfer Activity 1. Search for frameworks 2. Case study – Green Valley Pecan Company 3. Homework – Wisdom and knowledge	PPT slides Web links Case study
Week 04	Managing & developing knowledge management strategies • Defining the role of resources and capabilities • Examining various types of KM strategies • Identifying principles of KM strategy • Discussing the role of changing nature of economy on the KM strategy Activity 1. Strategic position and knowledge management 2. Phenomenon of ‘gold collar jobs’	PPT sliders
Week 05	Workshop for assessment • Assignment brief and structure for Task 1 and Task 2	PPT slides Q&A
Week 06	Introduction to Business Information Systems • Defining the role of BIS in organisation • Explore BIS theories • Components of Computer-based Information Systems (CBIS)	PPT slides Case study

	- Types of CBIS Activity - Inputs, processes and output – Case in point BLC - Information systems of a newsagent	
Week 07	Enterprise Systems - Enterprise and functional BIS - Types of enterprise systems - E-business and e-Commerce Activity - Identification of 5 CRM software applications - e-Commerce of Argos, Dell and eBay	PPT slides Class discussion
Week 08	Strategic analysis and competitive advantage of Information systems - Critically discussing Porter's five forces, generic strategies and value chain - Exploring the concept of virtual value chain - Define the role of IS in achieving competitive advantage Activity Case study 1 – Book publishing industry Case study 2 – The coffee pot	PPT slides Short videos
Week 09	The Future of Information & Knowledge Management - Discuss current and future trends in KIM by - Critically examining current trends in technological, organisational and management practices - Define the various emerging trends in Information systems - Explore pros and cons of emerging technologies Activity Identification of emerging technologies	PPT slides Group discussion
Week 10	Revision and assessment workshop - Discussion of assignment brief - Recommended structure and checklist	PPT slides Word doc Assignment submission