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University of North Texas
College of Information
Department of Information Science
Course Syllabus

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INFO 5500 Foundational Principles in Knowledge Management

Important note:

Due to the continuing impact of COVID-19, it is important that you read all Announcements posted on Canvas and UNT Website. While attendance is expected as outlined in this syllabus, it is important for all of us to be mindful of the health and safety of everyone in our community, especially given concerns about COVID-19. Please contact me if you are unable to attend class because you are ill, or unable to attend class due to a related issue regarding COVID-19. It is important that you communicate with me prior to being absent so I may make a decision about accommodating your request to be excused from class. If you are experiencing any symptoms of COVID-19 (https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) please seek medical attention from the Student Health and Wellness Center (940-565-2333 or askSHWC@unt.edu) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Hotline at 844-366-5892 or COVID@unt.edu for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure. While attendance is an important part of succeeding in this class, your own health, and those of others in the community, is more important. Face coverings are required in all UNT facilities. Students are expected to wear face coverings during this class. If you are unable to wear a face covering due to a disability, please contact the Office of Disability Access to request an accommodation. UNT face covering requirements are subject to change due to community health guidelines. Any changes will be communicated via the instructor.

Welcome to UNT

As members of the UNT community, we have all made a commitment to be part of an institution that respects and values the identities of the students and employees with whom we interact. UNT does not tolerate identity-based discrimination, harassment, and retaliation. UNT's full Non-Discrimination Policy can be found in the UNT Policies section of the syllabus.

COURSE INFORMATION

- INFO 5500 Foundational Principles in Knowledge Management
- Term: **Fall 2021**

Instructor Contact Information

Professor Suliman Hawamdeh, PhD
College of Information
Department of Information Science

University of North Texas
Ph: 940-565-3960
suliman.hawamdeh@unt.edu

Office Hours: Students are welcome to make an appointment with the instructor at any time to discuss course related questions, issues, or concerns. Send me an email to schedule a meeting. All messages regarding the course or instruction should be sent through Canvas
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COURSE DESCRIPTION AND EXPECTATIONS

Includes the data, information, knowledge, intelligence continuum, forms and sources of knowledge, challenges and best practices to preserve it in organizations. Covers the knowledge market, including players, dynamics and pathologies, and theories and principles of knowledge management. Various perspectives of knowledge management are presented with emphasis in the knowledge management process: knowledge generation, knowledge codification and knowledge transfer. Includes the relationship between organizational enablers for sharing and managing knowledge: management, information and technology

Prerequisite(s): None.

Objectives & Learning Outcomes

By the end of the course, students should be able to:
- Understand the fundamental principles of knowledge management including knowledge management processes and practices.
- Analyze and appreciate the role and use of knowledge in organizations and institutions.
- Identify key tools and technologies used in knowledge management applications.
- Identify and evaluate knowledge management strategies and their use in organizations.
- Develop better understanding of KM theories and models and their application to different scenarios and situations.

MATERIALS – TEXT, READINGS, SUPPLEMENTARY READINGS

Required Textbook

Dalkir, K (2017) Knowledge Management in Theory and Practice (Third Edition). The MIT Press. Print ISBN: 9780262036870. eText ISBN: 9780262342803

ASSESSMENTS & GRADING

Discussion and participation = 30%
Exams and Quizzes = 30%
Assignments/Projects = 40%

You will be graded according to the following grading scale.
Grading Formula / Grading Scale
90 - 100 points = A (90% - 100%)
80 - 89 points = B (80% - 89%)
70 - 79 points = C (70% - 79%)
60 - 69 points = D (60% - 69%)

Please see the "Module/Segment Folders" within the course for assignment details and read the requirements carefully. Some weeks require assignments as well as discussion board posts.

Course Schedule

Module	Main Topic	
1	Introduction and Course Overview	
2	Knowledge Management Process & Practices	
3	Knowledge Management Models & Theories	
4	Knowledge Capture and Codifications	
5	Knowledge Sharing & Transfer	
6	Knowledge Acquisition and Discovery	
7	Knowledge Management Tools and Technologies	
8	Knowledge Management Strategies	
9	KM Measurements & Evaluation	
10	Organizational Learning & Learning Organization	
11	Knowledge Management Collaboration and Teams	
12	Organizational Culture and Future Challenges for KM	

Assignment Submission Instructions
You can access assignments by clicking on the assignment links in the course modules. Unless otherwise indicated, assignments must be submitted in Microsoft Word format and include APA 6 style citations and references. It is very important that you familiarize yourself with APA style formatting, as points will be deducted from assignments as well as discussion posts that require the use of citations for supporting your own statements.

Late Work
Late work will only be accepted for a justifiable reason (such as a serious illness, death, or military service). Documentation must be provided and a request must be made to submit the late work. The documentation will be reviewed by the instructor. Late work will not be accepted during the last module.

Participation / Discussions

You can access the discussions by clicking on the "Discussions" links in the course content area. Participation means that you complete the required discussion postings for a module by the due date listed. You may not begin the discussions early. You must also meet the requirements for the post to earn full credit. Each discussion is 2-part, requiring 1 original post at least one thoughtful reply to other classmates' original posts, therefore the original post will always be due on Friday, and the replies will always be due on Monday, allowing everyone adequate time to read and respond.

COURSE POLICIES

Incompletes
A grade of incomplete (I) will be given only for a justifiable reason (such as a serious illness or military service) and only if you are passing the course. It is your responsibility to contact the instructor to request an incomplete and discuss requirements for completing the course. If you do not remove the incomplete within the time frame agreed upon with the instructor or within one calendar year, you will receive a grade of an F. Please refer to http://essc.unt.edu/registrar/academic-record-incomplete.html for more information.

Withdrawal
A grade of withdraw (W) or withdraw-failing (WF) will be given depending on your participation and grades to date. If you simply disappear and do not file a formal UNT withdrawal form, you may receive a grade of an F.

Posting of Grades
Grades will be posted in the "Grades" section of the course.

Drop Policy
To officially withdraw or drop this course, the student must notify the instructor, their academic advisor, and the UNT Registrar. You are not officially dropped until the instructor approves it and the registrar processes it.

Attendance Policy
Students are expected to check into class, respond to messages, and read announcements and the discussion boards at least once a day.

Policy on Server Unavailability or Other Technical Difficulties
The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

Plagiarism Policy
Students caught cheating or plagiarizing will receive a "0" for that particular assignment or exam. Additionally, the incident will be reported to the Office of Student Rights and Responsibilities, which may impose further penalty. According to the UNT catalog, the term "cheating" includes, but is not limited to:
a) use of any unauthorized assistance in taking quizzes, tests, or examinations;
b) dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
c) the acquisition, without permission, of tests or other academic material belonging to a faculty or staff member of the university;
d) dual submission of a paper or project, or resubmission of a paper or project to a different class without express permission from the instructor(s); or e. any other act designed to give a student an unfair advantage.

The term "plagiarism" includes, but is not limited to:
a) the knowing or negligent use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgment; and
b) the knowing or negligent unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials.

COURSE EVALUATION

Students will complete the university's course evaluation at the end of the semester to evaluate the class.

COURSE RESOURCES

• _UNT Portal: http://my.unt.edu
• _UNT Canvas Student Technical Support:
• _https://www.unt.edu/helpdesk/
• _UNT Library Information for Off-Campus Users:
http://www.library.unt.edu/services/facilities-and-systems/campus-access
• _Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: http://www.gacl.unt.edu/

TECHNICAL REQUIREMENTS / ASSISTANCE

The following information has been provided to assist you in preparation for the technological aspect of the course. It is your responsibility to ensure that your computer's software is updated in order to access the technology that is required for this course.
Hardware and software necessary to use Canvas:
• _PC: Windows 7 or newer
• _Mac: Leopard or newer

- _Internet access
- _Headset/microphone
- _Web Camera
- _Microsoft Office 2010, or newer, with Word and PowerPoint
- _Acrobat Reader
- _Scanner/Scanning software
- _Windows Media Player or other type of media players
- _Speakers
- _JAVA
- _Flash
- _Thumb drive
- _Sound card
- _2 GB RAM (4 GB+ recommended)
- _3GHz, or faster, processor
- _Current versions of multiple common Internet browsers compatible with Canvas may be necessary in order to better experience the course materials: Chrome, Firefox, Internet Explorer, Safari

-Browser and computer settings check: http://www.unt.edu/helpdesk/students/ -Computer and internet literacy: Visit http://www.clt.odu.edu/oso/index.php?src=pe_comp_lit -Plug-ins necessary to access course materials and resources: http://www.unt.edu/helpdesk/bblearn/

COURSE ORGANIZATION

There is a "Start Here" page on the course menu. Follow the directions to get started in the class. Please carefully review the syllabus, read the Module 1 materials, and begin the assignments in Module 1. There is a "Course Module" link in the course content area. The course is structured according to 4 Modules or topics, and the reading materials assigned should be completed before making your original discussion posts, as you will need to cite these materials within your post to receive the full amount of credit. For many of the weeks there will be something due on Friday or Monday, so plan to use your time wisely as this course is quick-paced due to all of the material needing to be covered in just 10 weeks.

Student Support
The University of North Texas provides student technical support in the use of Canvas and supported resources. The student help desk may be reached by:
Email: helpdesk@unt.edu
Phone: 940.565-2324
In Person: ISB Rm. 119

Regular hours are maintained to provide support to students. Please refer to the website (https://www.unt.edu/helpdesk/) for updated hours.

UNT POLICIES

Academic Honesty Policy You are encouraged to become familiar with the University's Policy of Academic Dishonesty: http://policy.unt.edu/sites/default/files/untpolicy/pdf/7-Student_Affairs-Academic_Integrity.pdf. The university also provides a Student Affairs website: http://studentaffairs.unt.edu.

The content of the University's Policy of Academic Dishonesty and the guidelines shared on the Student Affairs website apply to this course. If you are in doubt regarding the requirements, please consult with me before you complete any requirements of the course.

Acceptable Student Behavior
Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any manner. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.deanofstudents.unt.edu .

ADA Policy
The University of North Texas makes reasonable academic accommodations for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation.

Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information, see the Office of Disability Accommodation website at http://www.unt.edu/oda. You may also contact them by phone at 940.565.4323.

Sexual Discrimination, Harassment, & Assault
UNT is committed to providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or experiences any of these acts of aggression, please know that you are not alone. The federal Title IX law makes it clear that violence and harassment based on sex and gender are Civil Rights offenses. UNT has staff members trained to support you in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, helping with legal protective orders, and more.

UNT's Dean of Students' website offers a range of on-campus and off-campus resources to help support survivors, depending on their unique needs: http://deanofstudents.unt.edu/resources_0. Renee LeClaire McNamara is UNT's Student Advocate and she can be reached through e-mail at SurvivorAdvocate@unt.edu or by calling the Dean of Students' office at 940-565-2648. You are not alone. We are here to help.