**DEPARTMENT OF COMMERCE – BUSINESS ADMINISTRATION (SHIFT – II)**

**ALLIED OPTION, ELECTIVE GENERAL AND ALLIED REQUIRED OFFERED IN SEMESTER III & IV**

<table>
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<tr>
<th>S.NO.</th>
<th>CATAGORY</th>
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<td>01</td>
<td>EG2</td>
<td>IV</td>
<td>KNOWLEDGE MANAGEMENT</td>
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BU 4300  KNOWLEDGE MANAGEMENT (KM)

SEMESTER: IV  CREDITS : 1
CATEGORY: EG2  HOURS/WEEK:3

OBJECTIVES:

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1. To introduce the students the concept of knowledge management
2. To highlight knowledge on managerial perspective of knowledge management
3. To enhance the skills during the internship programme.

UNIT I: INTRODUCTION
knowledge management - relevance and significance - need - Organizational knowledge management drivers – knowledge based drivers - technology drivers - human resource drivers, process drivers and economic drivers.

UNIT II: KNOWLEDGE MANAGEMENT PROCESS

UNIT III: ORGANIZATIONAL KNOWLEDGE MANAGEMENT APPROACHES AND STRATEGIES

UNIT IV: KNOWLEDGE MANAGEMENT SYSTEM, TOOLS, ARCHITECTURE AND IMPLEMENTATION
Developing a knowledge management frame work - implementation phases architectural components - knowledge management system requirement.

UNIT V: KNOWLEDGE BASED ORGANIZATION

TEXT BOOK:
Ganesh Natarajan, NitinNohria, SandhyaShekhar, Knowledge Management, Tata Mcgraw Hill Education, 2010

REFERENCE BOOK:
Frances Horibe, Managing Knowledge Workers, John Wiley & Sons, 2010