CSC 581 Computer Support Knowledge Management

1. CSC 581 Computer Support Knowledge Management

2. credit units 4 contact hours 6

3. Course Coordinator: Franz J. Kurfess


5. a. Course Description: Methods and techniques that computer-based systems can provide to make the management of knowledge and information in digital form easier for the user. Emphasis on support for knowledge-intensive activities performed by users. 3 lectures, 1 laboratory.

   b. Prerequisite: CSC 480 or consent of instructor.

   c. Required/Elective/Selective Elective for CPE, CSC, EE, SE

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6. a. Course Goals/Outcomes
The student will be able to:
- Explain the fundamental concepts in the study of knowledge and its creation, acquisition, use and management.
- Appraise the role of and use of knowledge in organizations and institutions.
- Explain the basic concepts, methods, techniques, and tools for the support of knowledge management through computer-based systems.
- Identify and evaluate the components and functions of knowledge management systems and internetworking.
- Be prepared for further study in knowledge generation and transfer and in the architecture and representation of knowledge.
- Critically evaluate current trends in knowledge management and their manifestation in business and industry.

b. How Student Outcomes addressed
(“B” = Basic level, “I” = Intermediate level, “A” = Advanced level)

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7. **Major Topics Covered: (number of lecture hours each)**

- Introduction and Overview (3)
- Knowledge Acquisition, Representation, and Manipulation (3)
- Knowledge Organization (3)
- Knowledge Retrieval (3)
- Knowledge Presentation (3)
- Knowledge Exchange (3)
- Usage of Knowledge (3)
- Knowledge Management Techniques (3)
- Knowledge Management Tools (3)
- Knowledge Management in Organizations (3)