Setting

• lecture and exercise compulsory subject of master study „Information & Knowledge Management“
• Master Business Informatics
• Computational Logic (Erasmus-Mundus)
• → English lecture

Process

• lecture blocked until end of November
• lectures Wednesdays 6-9pm in EI4
• exercise starting in November
What are your expectations?

• technological approaches to knowledge management?
• organizational approach to knowledge management in organization?
• cultural approach?

• theoretical or practical competence in knowledge management?
my view point

• knowledge management is a holistic view into the practise of an enterprise / organization how knowledge is generated, acquired, distributed and applied
• these knowledge functions are determined in a process-oriented analysis, planned and controlled
• focus is on the knowledge processes
• information and communication technology are “only” supporting means
• most important are people and their competences
Focus of Knowledge Management

- People
- Knowledge
- Organization
- Information Technology
Knowledge Management Areas
Content

• terms and objectives of knowledge management (introduction)
• organizational culture and strategy of KM
• quality and process management
• human resources, competence and skill management
• social software systems (Internet communities)
• knowledge engineering (knowledge acquisition)
• knowledge representation (structures, standards and ontologies)
• machine learning
• knowledge management systems and knowledge portals
Resources

- slide copies as lecture notes available
- downloadable from server
  user: student
  password: Reine
- further resources on the server
- I expect active participation, reading of additional resources and own investigations (soft evaluation criterion)
- written or oral English/German examination
Examination

• written (English|German) on 12.12.2012 und 23.1.2013
• oral examinations anytime (preferred Thursdays after my consultation hours)
Exercise/Practise

- 188.486 Knowledge Management, Jürgen Dorn
- four tasks, solution presentation & discussion, improvement -> grading
- meetings Wednesday 4-6
  - 1. Meeting: Presentation of Knowledge Processes 7.11.2012
Tasks

1. Modelling a Knowledge Process supporting strategic goal of VUT with BPMN
2. Modelling of Competencies of a Researcher of Vienna University of Technology
3. User in a Social Software System (https://techscreen.tuwien.ac.at) for managing knowledge on Internet related technologies
   problem statement / solution / tagging / evaluation and comments of other contributions
4. Modelling practical experience in projects by a case
Scenario

• university strategy: strengthening international cooperation
• derivation of goals for knowledge management
  • what do you think can be improved?
  • how do we approach this strategy in a structured manner?
  • what stakeholders exist?
  • what are the interests of the stakeholders?
  • do we expect social skills from staff, students and cooperation partners?
  • what technical means can support the knowledge management?