SYLLABUS DEL CORSO

Sistemi Informativi per la Gestione della Conoscenza

2021-2-F5701R010

Course title

INFORMATION SYSTEMS FOR KNOWLEDGE MANAGEMENT

8 ECTS
Year: 2
Semester: 2nd 2020-21

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- This is has been an ____
  ____

Topics and course structure

The Digital Workplace: ICT for communication, collaboration, and organizational development. After analyzing the main instruments to support knowledge management, the course aims to outline the organizational impact of the digital tools techniques and practices for learning, communicate and collaborate inside organizations.

Objectives

The aim of the course is to promote the following learning outcomes:

- Knowledge and understanding of the relationship between technology and the organization;

- Capacity to relate different knowledge management methods and models;

- Ability to apply knowledge and models related to technology adoption within organizations.

The course aims to develop the following key skills:

- theoretical models, tools and methods of organizational analysis;

- policies, practices and human resource management systems;

- theoretical models, tools and methods for managing organizational change;

- theoretical models, tools and methods for the analysis and interpretation of social, cultural, national, international and global changes;

- specific language skills, with particular reference to the English language.

The course contributes to the training of the specialist profile of work organization

Methodologies

- {mlang en}In-class lecture (to introduce theoretical models, tools and methods of organizational analysis);

- Practical exercises and Group work (to train the capacity to relate different k nowledge management methods and models;
- Videoconferencing, Online discussion; Online activities (to facilitate the lear ning and understanding of the relationship between technology and the organizat ion and communication skills);
- Analysis of case studies (to train the ability to apply knowledge and models re lated to technology adoption within organizations).{mlang}

Online and offline teaching materials

- Presentations;

- Lecture notes;

- Academic articles;

- Study cases;

- Videos.

Programme and references for attending students

Those who will attend the course on blended mode (combining in-class lectures and online activities) will refer to program A (see below).

Those will not be able to attend ‒‒‒

Program A) Presentations, lecture notes, video, and classroom and online exercises.

Program B) Presentations, lecture notes, videos, scientific articles (the list of the articles will be indicated during the course) and online exercises.

Programme and references for non-attending students

Ai fini della preparazione all'esame di profitto, gli studenti (frequentanti o non frequentanti) devono fare riferimento al seguente programma bibliografico

Laudon J, Laudon K, *ESSENTIALS OF MIS, GLOBAL EDITION*, Pearson, thirteen edition:

- 1. Business Information Systems in Your Career
- 2. Global E-business and Collaboration
- 3. Achieving Competitive Advantage with Information Systems
- 4. Ethical and Social Issues in Information Systems
- 5. IT Infrastructure: Hardware and Software
- 6. Foundations of Business Intelligence: Databases and Information Management
- 9. Achieving Operational Excellence and Customer Intimacy: Enterprise Applications
- 11. Improving Decision Making and Managing Knowledge
- 12. Building Information Systems and Managing Projects

NB. Ad eccezione dei casi di studio alle pagg. 138-140; 168-169; 177-179; 191-192; 247-248; 354-355; 476-477; 490-491)

+ **tutti i materiali caricati sulla piattaforma elearning** al giorno 31 maggio 2021

AI NON FREQUENTANTI VERRA' RICHIESTO DI INTEGRARE CON ALCUNI ARTICOLI SCIENTIFICI CHE VERRANNO INDICATI DURANTE IL CORSO

Assessment methods

For attending and non-attending students: the exam will consist of a oral test in English in which the knowledge of the topics will be evaluated as well as the ability to comprehend and re-elaborate critically.

Exams will be based on:

a) the questions you find at the end of each chapter ("review summary" and "review questions")

b) the questions at the end of the case studies in your bibliography (only the cases you find at the end of each chapter and called "business problem-solving case").

c) critical analysis carried out by the student

The evaluation will aim to verify:

· Knowledge and understanding of the complexity of the relationship between organization and technology;

· Knowledge and comprehension skills applied to the analysis of case studies concerning the opportunities and criticality of the use of technologies by organizations;

· The autonomy of judgment regarding for example some cognitive "bias" (common sense, fashion effect, false analogies etc.);

· The communicative ability in the use of a specialized language;

· The ability to learn.

Office hours

Tuesday, Wednesday and Thursday by appointments only.

Programme validity

2017-2021 (latest call: February 2022)

Course tutors and assistants

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