國立東華大學

課　綱　Course Outline
資訊管理學系學士班

中文課程名稱 Course Name in Chinese	知識管理				
英文課程名稱 Course Name in English	Knowledge Management				
科目代碼 Course Code	IM__40500	班　別 Degree		學士班 Bachelor's	
修別 Type	學程 Program	學分數 Credit(s)	3.0	時　數 Hour(s)	3.0
先修課程 Prerequisite					

課程目標 Course Objectives
Knowledge management (KM) and Knowledge management systems (KMS) are increasingly important domain that promote the discovery, capture, sharing, and application of the firm's knowledge. This course aims to help students gain insight into contemporary KM and KMS by means of introducing the concepts, theories, technologies, and applications for them. The practice of team project will also help them with better understanding for the purpose.

系教育目標 Dept.'s Education Objectives	
1	培育具備團隊合作、創造與思考以及國際視野能力之人才。 Cultivate the personnel with the capability of teamwork, creative thinking and international vision
2	培育具備資訊專業知識與技術能力之人才。 Cultivate the personnel with the capability of professional knowledge and technical skill
3	培育具備商業管理知識與應用能力之人才。 Cultivate the personnel with the capability of business management and application
4	培育具備整合資訊科技與管理知識之專業人才。 Cultivate the personnel with the capability of integration of information technology and management

	系專業能力 Basic Learning Outcomes	課程目標與系專業能力相關性 Correlation between Course Objectives and Dept.'s Education Objectives
A	具備資訊管理基礎與跨學域的應用能力。 Cultivate the personnel with the capability of basic and interdiscipline information management	●

B	具備以資訊科技為核心，擁有高度專業技術與國際視野之能力。 Cultivate professional personnel with international perspective and the capability of using information technology	○
C	具備資訊管理創新、研發、企劃之資訊管理人才之整合能力。 Cultivate senior personnel with the capability of innovation, research and development and integrated planning	●
D	具備企業資訊化的能力。 Cultivate the personnel with the capability of computerization of enterprises	●
E	具備業界多媒體應用、網站經營以及資訊行銷所需之能力。 Cultivate the personnel with the capability of multimedia applications, website operations, and information marketing	○
F	具備認知新興資訊產業發展所需之能力。 Cultivate the personnel with the capability for the emerging information industry	○

圖示說明Illustration：● 高度相關 Highly correlated ○中度相關 Moderately correlated

課程大綱
Course Outline

1. Working smarter, not harder
2. Understanding knowledge
3. Knowledge management systems life cycle
4. Knowledge creation and knowledge architecture
5. Capturing tacit knowledge
6. Other knowledge capture techniques
7. Knowledge codification

資源需求評估（師資專長之聘任、儀器設備的配合···等）
Resources Required (e.g. qualifications and expertise, instrument and equipment, etc.)

具資訊管理與知識管理等專長之教師。

課程要求和教學方式之建議
Course Requirements and Suggested Teaching Methods

課堂授課、指定個案閱讀與分組討論、分組作業與評論

其他
Miscellaneous

參考書目
1. Awad, E.M., and Ghaziri, H.M., 2007. Knowledge Management, 1st, Taichung: Ting Lung.
2. Becerra-Ferandez, I., Gonzalez, A., and Sabherwal, R., 2004. Knowledge management: challenges, solutions, and technologies. Upper Saddle River, NJ: Prentice Hall.
3. Tiwana, A., 2002. The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms, 2nd, Upper Saddle River, NJ: Pearson Education.