

**Course Syllabus (tentative)**  
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**Course:** *KM 631*  
**Title:** *Management of Information and Knowledge Services* (3 units)

“I just want to know God’s plans. Everything else is just simply details.”  
---Albert Einstein (1879-1955)

**Program:** Master’s of Knowledge Management  
**College:** CSUN College of Extended Learning

**Description:**

The course presents management principles and skills relating to supervision, financial analysis, marketing, and project management. A special focus is placed on leadership, customer service, and on developing changing organizations. Classroom lectures, supporting examples, case studies, and activities will center on contemporary information services organizations.

**Course Prerequisites:**  
(None—cohort model)

**Learning Objectives:**

- Review core foundational material from supporting courses as it pertains to managing information and knowledge services.
- Survey major topics in traditional business and economic disciplines and explore fits and gaps with respect to the field of knowledge management.
- Learn the intellectual roots and major historical developments in management.
- Gain an appreciation of the integrative and synthetic nature of management.

**Key Academic Antecedents (functional dependencies *from* other courses):**

The topics for this course are drawn chiefly from the academic discipline of management (strategy, organizations, and leadership). Additionally, some material is drawn from several quantitative disciplines as well. While a business degree requirement is not required for this course, students will need to adopt an *interdisciplinary* approach in order to manage an information services organization (or organizational unit) that is secure, reliable, cost-effective, and ultimately productive for information consumers.

**Key Academic Consequents (functional dependencies *for* other courses):**

The topics for this course support both the Information Business course (in parallel) and the Capstone course (in series) by providing the foundational knowledge about the core

principles of management. These core principles are *planning*, *organizing*, *leading*, *staffing*, and *controlling*. These principles form the foundation for delivering quality services to internal or external information consumers.

**Course Requirements:**

This course will require a final paper and a presentation. As with other IM courses, this course will require one electronic submission to the IM portfolio as well.

**Methods of Assessment (Sample):**

5% Attendance and Participation

Students that expect to miss a class session should notify the instructor.

10% Management Paper Roundtable and Small Group Discussion (April 28)

Half of this grade is for your skills as a presenter of your paper topic (format to be supplied by the instructor) and half of this grade is for your skills as a respondent to another student's paper topic (format to be supplied by the instructor).

10% Weekly reading "Reflective Impact and Critical Question"

This is a brief, single page Powerpoint slide submitted at the beginning of each class. Each slide should contain two bullets—one to identify a key impact to you from the reading in the chapter and a critical question that originates within you from the reading in the chapter (different topics). We will use these slides as part of our classroom discussion.

30% Two brief quizzes (Week 4 and Week 8)

A brief quiz will be given at beginning of Week 4 and Week 8. The quiz will cover textbook and lecture material from the prior three weeks.

45% Final Paper (Week 8)

Additional information about the assignments will be discussed on the first day of class.

**Performance Expectations:**

Each student will be expected to complete her or his own work. In all academic matters in this program and at CSUN, both the instructor and students will act appropriately with regard to the core values of respect, honesty, integrity, commitment, and responsibility.