



**Course name:**

## **Information and Knowledge Management**

**Course location:**

Theoretical part (1 week): Partner Institution

Practical part (2 weeks): Johannes Kepler University Linz (Linz, Austria, Europe)

**Description of the course:**

In this course the students will learn the basics of Information Management, Process Management and Knowledge Management. The course will be divided into two parts. Both parts will be taught by staff of the Institute for Business Informatics which is located at the Johannes Kepler University Linz.

The first part, focusing on theoretical issues, will last for one week and will take place at the partner Institution. The students will get an understanding of the theoretical fundamentals of Information Management, Process Management, Information Engineering and Knowledge Engineering.

Shortly after the theoretical input, there is a two-week intensifying course continuing theoretical input, including case studies at the Johannes Kepler University in Linz and fire side chats with IT management of different companies. During these two weeks the main focus lies on the practical implementation of the theoretical issues, which were presented during the course in Mexico and prepared as homework for the case study courses. Modelling and implementing of IT-strategies, and knowledge management systems are two selected examples. Students will work together in groups of two to three in order to solve the issues with the support of the Institute's scientists.

**Contents of the Course:**

**Hours**

### **A. Information Management**

**40 (CLASS)**

1. Basics of Information Management (IM)
  - 1.1.1 *Stakeholder management*
  - 1.1.2 *Objectives, Tasks and methodology of IM*
  - 1.1.3 *IM- models*
  - 1.1.4 *Job description in IM*
  - 1.1.5 *Architecture of the IM- Infrastructure*
  - 1.1.6 *IT-Governance*
2. *Strategic tasks*
  - 2.1.1 *Strategic analysis of the situation*
  - 2.1.2 *Planning of strategic objectives*

- 2.1.3 *Developing an IT- strategy*
- 2.1.4 *Planning strategic activities*
- 2.1.5 *Organisational structure*
- 2.1.6 *Quality management*
- 2.1.7 *Technology management*
- 2.1.8 *IT controlling*
- 2.1.9 *IT audit.*

3. *Administrative tasks*

- 3.1.1 *Project management*
- 3.1.2 *HR- management*
- 3.1.3 *Data management*
- 3.1.4 *Life cycle management*
- 3.1.5 *Business process management***
- 3.1.6 *Knowledge management***
- 3.1.7 *Contract management*
- 3.1.8 *Safety and security management*
- 3.1.9 *Disaster management*

4. *Operative tasks*

- 4.1.1 *Service management*
- 4.1.2 *Problem management*
- 4.1.3 *Production management*

**B. Information Engineering**

1. Strategic information engineering (stakeholder analysis, scenario technique, portfolio analysis, success factor analysis, indicators analysis, economy analysis, value analysis, evaluation, proceed model).
2. Administrative information engineering (user participation, methodology of business process management, effort estimation, cost and power bill estimation, benchmarking, checklists, quality models).
3. Operative information engineering (hard- and software monitoring, accounting systems, service level agreement)

**C. Knowledge Management**

1. Knowledge Management Basics
2. Management Tools and technique
3. Knowledge Engineering

**Practical Part:**

Reflecting the theoretical part.

Training with case studies.

Discussion with IT management of European companies.

80