Knowledge Networks

General Information

Course #: GLIS 664
Term: Winter
Year: 2021
Course pre-requisite(s): None
Course co-requisite(s): None
Course schedule: Wednesdays, 8:30 to 11:30 AM
Course location: myCourses
Number of credits: 3

Instructor Information

Name: Daniela Oliveira, Sessional Lecturer

E-mail: daniela.oliveira@mcgill.ca**.** All questions on content or class pragmatics should be posted to the appropriate discussion forum in myCourses so that the whole class can benefit from the response. Email should only be used for correspondence of personal nature. Student's McGill email should be used to contact the instructor. The email's subject should begin with "[Winter 2021 - GLIS-664-001 – Knowledge Networks]", as it is the case when email is sent through myCourses.

Course Overview

- Explore the fundamental principles of social networks – different structural forms, how they develop, the benefits associated with each, and the social dynamics upon which they are based (e.g. reciprocity, trust, norms, reputation);
- Understand how networks (communities) may be visualized and how their value may be measured;
- Examine the various ways in which networks may be leveraged for widespread use within corporations, institutions, and society;
- Analyze the tools, workflow techniques, and social factors that enable knowledge sharing;
- Discuss how networks (communities) can be built and cultivated to foster organizational learning and innovation;
- Demonstrate the different techniques facilitators use to manage Communities of Practice to encourage effective knowledge management practices.

Learning Outcomes

- Creating or assessing the submission for the creation of a knowledge network;
- Creating or assessing a content roadmap for a knowledge network;
- Identifying the needs of a knowledge network in terms of interaction level and knowledge sharing;
- Adapting knowledge networks' structure to the needs of the sponsor organization(s);
- Communicating the value of knowledge networks;
- Identifying challenges related to the management of knowledge networks in an organization and strategies to overcome them;
- Promoting knowledge networks.

Instructional Method

A combination of lectures, directed reading, group discussions and eventual guest lectures will be used. A myCourses space is dedicated to this course and should be accessed by students at least once a week.

Class lectures will be available in video in myCourses. A synchronous session will be held through the Zoom platform every Wednesday, starting at 9 AM. The synchronous session will be dedicated to questions about the material and to a short discussion. Questions can also be posted in the Forum section. The short discussion will be held in groups, allowing participants to get more acquainted with their peers. The same discussion topic will be posted in myCourses in the Forum section, allowing for an asynchronous opportunity to get acquainted with their peers.

Required Course Materials

Students may expect around 10 pages of recommended reading per week. All readings references will be posted on myCourses. All readings are electronic. They are open-access, available on the web or through the McGill library. Business cases, journal articles, book chapters and web pages will be used.

Course Content

Class	Topic	Date	Description
1	How? Introduction to the course	Jan 13	Introduction to the course: its goals, structure and evaluation methods. Presentation of synchronous and asynchronous equivalents and opportunities of interaction with peers. Overview of the content to be explored and how it relates to practice. Discussion about this course outline.
2	Why? Introduction to Knowledge Networks	Jan 20	Historical background and benefits of knowledge networks.
3	Relationships in the workplace	Jan 27	How knowledge networks relate to the consolidation of existing practices and to innovation.
4	Launching a Knowledge Network	Feb 3	Steps for a knowledge network launch.
5	Different Knowledge Networks for different organizations	Feb 10	How knowledge networks' structure can and should reflect their sponsoring organization's structure. Membership of a knowledge network.
6	Paving the way	Feb 17	Cultivating knowledge networks. Identifying interesting topics for a knowledge network.
7	Knowledge Networks and the sponsoring organization	Feb 24	Communities of practice and knowledge networks. Roles of the different players surrounding knowledge networks.
		Study Break	
8	Tacit knowledge and Knowledge Networks	Mar 10	Challenges and benefits of knowledge codification and knowledge networks.
9	Different Knowledge Networks for different users	Mar 17	Typology of knowledge networks. User analysis.
10	Technology and knowledge networks	Mar 24	The role of technology in knowledge networks.
11	Knowledge management and knowledge networks	Mar 31	Knowledge management tools and initiatives and their relationship with knowledge networks.

12	The stage of the game	Apr 7	Knowledge networks lifecycle. The role of trust in knowledge networks.

Evaluation

Due dates and percentage of final grades may be affected by comments or suggestions of students in the first week of course or in the case of major external event. An updated version of this document will be posted on myCourses. Assignments will require a maximum of ten hours of work each. Assignments 1 to 4 will require the analysis or exploration of a maximum of 5 items. Groups will be composed of 2 to 4 members.

Assignment	Due date	% of final grade
1- Business case for the creation of a knowledge network – group work	Feb 16	25
2- Content roadmap for a knowledge network – group work	Mar 9	10
3- Wish list for technological support – group work	Mar 23	20
4- Software analysis – group work	Apr 6	25
Major take-away - individual	Apr 13	10
Participation - individual	Ongoing	10

McGill Policy Statements

"McGill University values academic integrity. Therefore, all students must understand the meaning and consequences of cheating, plagiarism and other academic offences under the Code of Student Conduct and Disciplinary Procedures" (see **www.mcgill.ca/students/srr/honest/** for more information).

"In accord with McGill University's Charter of Students' Rights, students in this course have the right to submit in English or in French any written work that is to be graded."

"The University Student Assessment Policy exists to ensure fair and equitable academic assessment for all students and to protect students from excessive workloads. All students and instructors are encouraged to review this Policy, which addresses multiple aspects and methods of student assessment, e.g. the timing of evaluation due dates and weighting of final examinations."

"© Instructor-generated course materials (e.g., handouts, notes, summaries, exam questions, etc.) are protected by law and may not be copied or distributed in any form or in any medium without explicit permission of the instructor. Note that infringements of copyright can be subject to follow up by the University under the Code of Student Conduct and Disciplinary Procedures."

*"*As the instructor of this course I endeavor to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me and the Office for Students with Disabilities, 514-398-6009*."*

"[End-of-course evaluations](#) are one of the ways that McGill works towards maintaining and improving the quality of courses and the student's learning experience. You will be notified by e-mail when the evaluations are available. Please note that a minimum number of responses must be received for results to be available to students."

"In the event of extraordinary circumstances beyond the University's control, the content and/or evaluation scheme in this course is subject to change."