



APPLIES TO ACADEMIC YEAR 2003/2004

## INF 2250 IT Management II

### Program

Master of Business and Economics Program

### Responsible for the course

Petter Gottschalk

### Department

Leadership and Organizational Management

### Term

According to study plan

### ECTS Credits

6

### Objective

The purpose of the course is to apply information technology management concepts to the Internet and knowledge revolution. It will consider how the role of information systems (IS) and information technology (IT) for individuals, business processes and organizations has changed as a result of the e-revolution. It will consider how knowledge management through information technology is emerging in business organizations. Students will identify key issues in IT management and transformation of IT functions, including outsourcing.

### Prerequisites

IT Management I (INF 9650)

### Compulsory literature

Gottschalk, Petter. 2002. *Knowledge Management through Information Technology*. Bergen: Fagbokforlaget.

Cyr, Dianna, Jasbir Dhaliwal and Ajax Persaud. 2002. *E-business innovation: Cases and online readings*. Toronto: Prentice Hall.

### Recommended literature

Wang, Kesheng, Ove Rustung Hjelmervik og Bernt Bremdal. 2001. *Introduction to Knowledge Management: Principles and Practice*. Trondheim: Tapir.

Tiwana, Amrit. 2000. *The knowledge management toolkit: Practical techniques for building a knowledge management system*. Upper Saddle River, N.J.: Prentice Hall.

### Course outline

IT supported knowledge management

- Knowledge management
- Knowledge-based perspective on the firm
- Approaches to knowledge management
- Resource-based strategy
- Knowledge firm as value shop
- Law firms as knowledge business
- Consulting firms as knowledge business
- Software firms as knowledge business
- IT strategy for knowledge management
- Linking organizational IS strategy to e-strategy
- Using IS to integrate traditional and e-operations
- Localization issues and international information systems
- Implementation challenges and strategies for e-information systems
- Total portfolio of IS applications in the e-enterprise
- Changing nature of information management

### Computer-based tools

Using the Internet, wordprocessing and spreadsheet.

**Course structure**

The total contact time will be 36 hours comprising a weekly lecture and case discussions.

**Evaluation**

Term paper.

**Evaluation code(s)**

STR 22502

**Aids at the examination****Makeup exam**