

COURSE GUIDE

2025/26

Faculty 345 - Faculty of Engineering - Bilbao

Degree DIPRO13a - Master in Project Management

Cycle .

Year .

COURSE

504907 - Information and Knowledge Management

Credits, ECTS: 3

COURSE DESCRIPTION

The aim of this subject is to provide students with sufficient knowledge to be able to develop an organisational structure to streamline, implement, update and exploit all the knowledge and information that is generated throughout all the phases of project management.

COMPETENCIES/LEARNING RESULTS FOR THE SUBJECT

COMPETENCIAS DE LA ASIGNATURA

- To apply the knowledge, tools and strategies that exist for the management of information, communication and human resources in the projects, so as to optimize their development.
- To develop tools and strategies that exist for the management of information, communication and human resources in the projects, so that the development of the same one is optimized.
- To direct proposals and plans for the management of information, communication and human resources in the projects

RESULTADOS DE APRENDIZAJE DE LA ASIGNATURA

- The student who passes this subject should be able to:
- Understand the basic concepts of information management. Differentiate between information and knowledge.
 - Use basic knowledge management techniques and tools.
 - Establish data structures that allow the adequate management of information and knowledge in projects.

Theoretical and Practical Contents

Introduction to the basic definitions and concepts that should be understood when we talk about what is information and what is knowledge.

Technology in change management

ICT development and implementation strategy

Knowledge management. Basic concepts; types; models.

METODOLOGIA (ACTIVIDADES FORMATIVAS)

Actividad Formativa	Hours	Porcentaje presencialidad
Groupwork	20	10 %
Exercises	25	10 %
Expositive classes	30	33 %

TYPES OF TEACHING

Types of teaching	M	S	GA	GL	GO	GCL	TA	TI	GCA
Hours of face-to-face teaching	10		10		10				
Horas de Actividad No Presencial del Alumno/a	10		20		15				

Legend: M: Lecture-based S: Seminar GA: Applied classroom-based groups

GL: Applied laboratory-based groups GO: Applied computer-based groups GCL: Applied clinical-based groups

TA: Workshop TI: Industrial workshop GCA: Applied fieldwork groups

Evaluation tools and percentages of final mark

Denominación	Ponderación mínima	Ponderación máxima
Attendance and participation	10 %	30 %
Practical tasks	30 %	60 %
Multiple-choice examination	20 %	40 %

ORDINARY EXAMINATION PERIOD: GUIDELINES AND OPTING OUT

The assessment of the subject is carried out continuously throughout the course.

The following factors are taken into account in the grading of the course:

Attendance (20%): Although attendance is not compulsory, it is highly recommended due to the contents developed in the classroom. For this reason, attendance forms part of the calculation of the final grade.

Team work (60%): At the beginning of the course, students will be assigned to work teams of between 3 and 6 people.

Teamwork in this class is considered very relevant and therefore has a significant importance in the evaluation of students. Each team will have to hand in a designated piece of work at the beginning of the course. The work will be handed in by uploading it to egela on the defined deadlines. If the timetable allows it, the work will also be defended orally. In order to pass the course, the work must have obtained a grade higher than 5 out of 10.

Exam (20%): As in the certification exams of the professional associations of project management, the exam will be in the form of a multiple-choice test. In order to pass the course, the work must have obtained a grade of more than 4 out of 10. The grade for the course will be obtained by applying the corresponding weight to each of the factors (attendance, individual work, team work, exam).

If any of the work (individual or team work) has not passed the established cut-off mark, the final mark for the course will be No Show.

If the exam mark is lower than 4.0, the final mark for the course will be that corresponding to the exam mark.

If the student decides to waive the Continuous Assessment of this subject, he/she must communicate it in writing before the deadline for the submission of the individual work. This date can be found in the Student Guide available on the eGela platform.

In this case, in order to pass the course, the student will be assessed by means of a written exam that may contain additional questions to those posed in the exam to which students who are assessed on a continuous basis are submitted and which will include all the contents studied throughout the four-month period corresponding to the exam. This assessment will be completed with an oral exam which will take place on the same day as the written exam, by prior appointment for students registered for this exam. In the oral exam, students will be asked about the contents studied in the classroom, as well as about the activities carried out during the corresponding four-month period. In order to pass the course, students must pass both tests.

In the event that health conditions prevent the completion of a teaching activity and/or face-to-face assessment, a non-face-to-face modality will be activated, of which students will be promptly informed (applicable to all exams: ordinary, extraordinary and advance).

EXTRAORDINARY EXAMINATION PERIOD: GUIDELINES AND OPTING OUT

Those who have to sit the extraordinary call will do so in the same way as they did in the ordinary call. In other words, those who took the continuous assessment will complete the tests (individual work, team work, exam) that they did not pass in the ordinary call.

The grade for the course will be obtained by applying the corresponding weight to each of the factors (attendance, individual work, team work, exam).

If any of the work (individual or team work) has not passed the established cut-off mark, the final mark for the course will be No Show.

If the exam mark is lower than 4.0, the final mark for the course will be that corresponding to the exam mark.

Those who waive the continuous assessment, will be submitted to a written and oral exam as described in the previous section (Ordinary call: orientations and waiver).

Quienes renunciaron a la evaluación continua, se someterán a un examen escrito y oral como los descritos en el apartado anterior (Convocatoria ordinaria: orientaciones y renuncia).

MANDATORY MATERIALS

The course is managed through the egela platform. Here the student will find the transparencies used in class and other help materials. The statements of individual and team assignments will also be found there, and the places where to upload them.

BIBLIOGRAPHY

Basic bibliography

Choo C. : "The knowing organization", New York, Oxford University Press, 1998

Nonaka, I, Takeuchi, H: "The knowledge creating company: how Japanese companies create the dynamics of innovation", Oxford University Press, 1995

Detailed bibliography

Davenport, T, Laurence P.: "Working knowledge: how organizations manage what they know", Harvard Business Press, 2000

Dixit, A., Nalebuff, B.: "Thinking strategically", W.W. Norton, New York, 1991

James, D : "Game Theory at Work: How to Use Game Theory to Outthink and Outmaneuver Your Competition", McGraw-Hill Professional, 2003

Jay, L.: "Strategic intelligence: business intelligence, competitive intelligence, and knowledge management", CRC Press, 2006

Gleick, J: "Chaos & making a new science", Penguin Books, Harmondsworth, Middlesex, 1987

Krathwohl, D. R. (2002). A revision of Bloom's taxonomy: An overview. Theory into practice, 41(4), 212-218

Sven, J, Henrik L.: "Intelligent management in the knowledge economy", Edward Elgar Publishing, 2003

Von Krogh, Nonaka I.: "Enabling knowledge creation: how to unlock the mystery of tacit knowledge and release the power

of innovation", Oxford University Press, 2000

Von Krogh, Roos, J.: "Knowing in firms: understanding, managing and measuring knowledge", Sage Publications, London, 1998

Wiig, K.: "Knowledge management foundations: thinking about thinking. How people and organizations create, represent and use knowledge", Schema Press, Arlington, 1993

Wiig, K: „People-focused knowledge management: how effective decision making leads to corporate success", Butterworth-Heinemann, 2004

Journals

International Journal of Project Management

Project Management Journal

Web sites of interest

<https://www.pmi.org/> (2021)

<http://www.ipma.world/> (2021)