

KNOWLEDGE MANAGEMENT CERTIFICATE (NO LONGER ADMITTING STUDENTS AS OF FALL 2025)

KNM 403	Process Continuity and Future Planning	3
Total Credits		15

Note:

The certificate is administered by the College of Professional Studies. Each student should consult with their Academic Advisor to ensure certificate completion.

Contact

Associate Dean

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Program Questions, contact the College of Professional Studies at 315-443-9378, or email parttime@syr.edu

Faculty List (<https://coursecatalog.syracuse.edu/undergraduate/professional-studies/>)

Description

Knowledge Management is the cross section between data science, computer science and people. Knowledge management encompasses the process of applying a systematic approach to the capture, structuring, management, and dissemination of knowledge throughout an organization. Knowledge resources exist in the people, processes, and technology of organizations and are often lost as individuals depart.

Capturing these resources into a formal and reusable construct allows organizations to focus on growth and innovation through sharing and applying of knowledge while remembering and documenting lessons learned creating an organizational memory.

Admission

30 college credits.

Student Learning Outcomes

1. Explain the role of technology, its use as a resource tool in organizations and society, social media, data mining/security
2. Apply knowledge gained in program to make sense of the amount of data available, systematically problem-solve and be able to propose creative/design-thinking solutions.
3. Develop tasks and work processes for desired organizational outcomes, ability to work face-to-face or virtually, and to critically and ethically analyze big data.

Requirements

15 credits in upper division major/concentration courses as indicated:

Code	Title	Credits
KNM 301	Introduction to Knowledge Management	3
KNM 401	Professional Issues in Knowledge Management	3
KNM 310	Knowledge Capture and Codification	3
KNM 402	Strategy and Planning	3