A person who graduated yesterday and stops studying today is uneducated tomorrow.
Knowledge Management – Information Flow

Author
- Authoring
- Publishing
- Workflow

Enterprise Portal
- Classification
- Taxonomies

User
- E-Mail
- Feedback, Rating
- Discussion
- Search
- Navigation
- Subscription
- Favorites
Designing the KM Infrastructure

- Various components that help to develop existing infrastructure into requisite infrastructure that is required for effective KM.
Seven layers of the KM system Architecture

- Interface layer
- Access and Authentication Layer
- Collaborative Intelligence and Filtering
- Application Layer
- Transport Layer
- Middleware and Legacy Integration Layer
- Repositories
Share Knowledge

Group Collaboration System (GCS)
- Groupware
- Intranets
  - e.g. e-mail, teleconferencing, data-conferencing and videoconferencing...

Distribute Knowledge

Office Automation System (OAS)
- Word Processing
- Desktop Publishing
- Electronic Calendars
- Desktop Databases

Capture Knowledge

Artificial Intelligence System (AIS)
- Expert Systems
- Neural Networks
- Fuzzy Logic
- Genetic Algorithms

Create Knowledge

Knowledge Work System (KWS)
- Computer-aided Design (CAD)
- Virtual Reality (VR)
- Investment Workstations

Source: Laudon & Laudon
Knowledge Processes and Technology Enablers

- Find Knowledge
- Create Knowledge

- Knowledge bases in consulting firms; search and retrieval tools that scan both formal and informal sources of knowledge; employee skills yellow pages.
- Capture collaborative decision-making processes; decision support system DSS tools; rational capture tools; Notes databases; decision repositories; externalization tools.
Knowledge Processes and Technology Enablers

- Package and assemble knowledge
- Apply knowledge
- Reuse and revalidate knowledge
- Customized publishing tools; information refinery tools; push technology; customized discussion groups.
- Search, retrieval, and storage tools to help organize and classify both formal and informal knowledge.
- Customer support knowledge bases; consulting firm discussion database; past project record database, and communities of practice.
CYCLE OF KNOWLEDGE

Find/Create
- Publications
- Conferences
- Project Experiences
- Research
- Industry Expertise
- Best Practices
- Work in Progress
- Raw Data

Use/Reuse
- Search for Examples
- Ask a Colleague
- Find Exhibit

Organize
- Filter
- Catalog
- Create Outside Links

Share
- Document
- Distribute
- Collaborate
- Resolve
Interface layer

- It is the top most layer.
- The only layer with which end users directly interact.
- Domain determinant of the usability of a KM system
Knowledge Transfer Process
Nonaka and Takeuchi

Tacit

From

Socialisation

Capture

Explicit

Internalisation

To

Dissemination

Tacit

To

Explicit
Selection criteria for the collaborative platform

- Efficient protocols
- Portable operation
- Consistent and easy to use client interface
- Scalability
- Legacy interaction
- Security
- Flexibility and customizability
Proprietary platforms

- The Art of packaging Knowledge
- Knowledge Delivery Weltanschauungs
Packaging Knowledge

- Filtering, editing, searching, and organising pieces of knowledge, collectively called packaging, are essential though frequently overlooked components of successful KM.

- Identification
- Segmenting
- Mass communication
- Format
- Tests
Knowledge Delivery

Weltanschauungs

- The design philosophy-Weltanschauung- of your KM system dictates how actionable information or knowledge is delivered.
- Pull approach
- Push approach
Collaborative intelligence and filtering layer

- The infrastructure underlying the intelligence and filtering layer supports the transition from infrastructure to infrastructure.
Infrastructural Elements of Collaborative Intelligence

- To understand which of these technologies fit with your Km system and how they can be integrated, it is essential to understand their role in the context of KM.
- The Artificiality of Artificial Intelligence
- Data Warehouse
- Genetic Algorithm Tools
- Neural Networks
- Expert Reasoning and Rule-Based Systems
- Case- Based Reasoning
- Putting it All Together