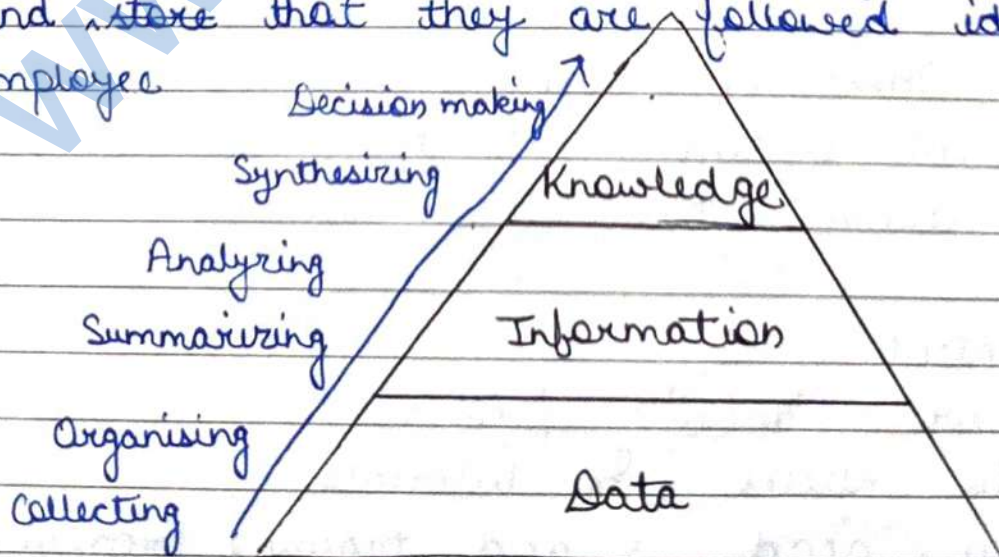# UNIT – 4
Knowledge Management Systems

* **Knowledge Management Processes :-** To ensure the knowledge in your company is properly created, stored and used, it is paramount to implement the internal processes the right way. Company policy and procedures govern the way employees interact with each other and the organisation itself, here are some things you should know -

1. **General Company policy towards knowledge management -**
Communicate the importance of knowledge management and knowledge sharing to your employees.
For example- giving employees some time off work every week so that they may think of what they had learned recently.

2. **Knowledge creation guidelines -** Make sure that any material that enters your knowledge base does so in an organisation fashion. Create guidelines for knowledge creation, communicate them to your employees create and store make sure that they are followed ideally, every employee.

Decision making

Synthesizing

Analyzing

Summarizing

Organising

Collecting

Knowledge

Information

Data

Assignment

Ques 1- Define the system of Knowledge Management.

Ans- <u>System of K.M</u> :-

Knowledge management systems refer to any kind of IT system that stores and retrieves knowledge, improves collaboration, locates knowledge sources, mines repositories for hidden knowledge, captures and uses knowledge, or in some other way enhances the KM processes.

The meaning of knowledge management system, while broad in use, can be narrowed to the following purpose : to help people utilize knowledge to better achive tasks. When you look at it like this, you can reframe it as a more proactive form of customer success. You can answer customers' questions in real time as they're struggling with their challenges, instead of constantly answering the same questions in your support ticketing system.

There are many types of knowledge management systems, but they all share some common characteristics. These include —

- FAQ content
- Forum or community feature
- How - to articles and tutorials
- Education, academies and training programs
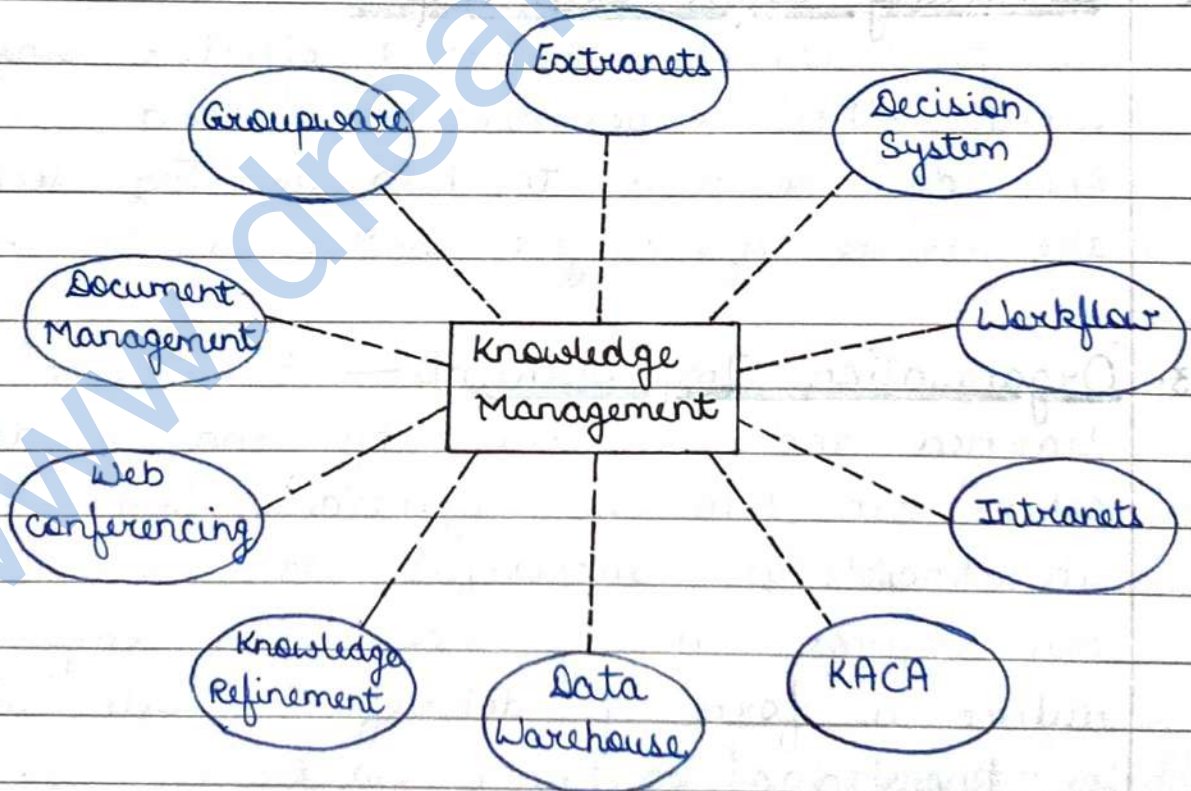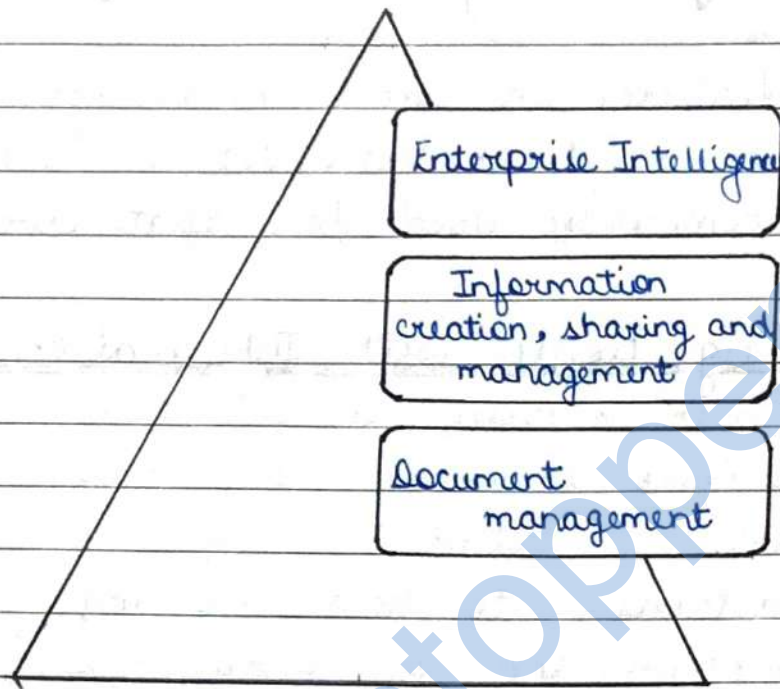
- Certificates
- Case studies
- Webinars

Enterprise Intelligence

Information creation, sharing and management

Document management

Groupware

Extranets

Decision System

Document Management

Knowledge Management

Workflow

Web conferencing

Intranets

Knowledge Refinement

Data Warehouse

KACA

fig :- System of KM

Ques 2– Explain the techniques of Knowledge Management. (Need of KM)

Ans – <u>Knowledge Management Techniques</u> :–

To understand what features an ideal knowledge management platform must possess, let us take a look at the tools commonly used for that purpose –

1. <u>Connecting People with Information and Knowledge</u> – New work should always build on the foundation of previous knowledge. Try seeking knowledge from previous case studies, rapid evidence review, and web databases to help connecting people to the information and knowledge you desire.

2. <u>Connecting People with People</u> — Communicating with our peers can be the most effective way to learn about other's experiences first-hand, and get the knowledge we need to help us. Try seeking out the advice of subject matter experts in your field.

3. <u>Organisation Improvement</u> — Summerize lessons learned and experiences by sharing them with others can help the organisation build and retain its knowledge. Successful ways the organisation can improve is by encouraging employees to utilize a form of debriefing, after actions reviews, or knowledge exchange platforms.

4. <u>Learn Before, During and After</u> — This means that when you start a new piece of work, you should

check if anyone has done something similar before and there is anything you can learn from them. Then while you are working on that work, there should be a stage where you reflect on what you have done so far to help you decide how to continue forward. This brings you to the final stage of learning, when you have completed the piece of work.

5- **Become a Knowledge Owners —** Knowledge owners are individuals who have the role of manging company knowledge in one specific area. They are typically experts in their subjects, within the functional department. Strive to become a SME (subject matter expert) in your topic, maybe try to become a knowledge owner in multiple disciplines.

us3- What are limitations of knowledge system?

- Some of the common limitations are—

1. The problem begins with language. — The problems of knowledge management begin with the issue of language.

2. Creating and delivering new forms of knowledge: the knowledge opportunity.

. Understanding the ecology and interactions of the innovating steratypes.

4. Finding ways to efficiently capture and record business knowledge.

5. Making information and resources easier to find

6. Motivating people to share, reuse and apply knowledge consistency.

7. Aligning knowledge management with the overall goals and business strategy.

8. Choosing and implementing knowledge management technology.

9. Integrating knowledge management into existing processes and information systems.

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