



Knowledge Management

Reem Mahjoub, Christian Bach
Department of Computer Science and Engineering, Department of Technology Management
School of Engineering, University of Bridgeport, CT



Introduction

- Knowledge is defined as a justified belief that increases an entity's capacity for effective action.
- Some researchers defined knowledge as the state of knowing in which is expanded through experience and learning.
- Knowledge management is an important factor for strategy management.
- Knowledge management is the process of extracting and processing the information in a effective way.
- The main propose of knowledge management is to identify the needed information and organize it in a way that can be flexible to manage and also in which we can extract and expand our knowledge or the organizational needs.
- There are some difficulties which can be faced during the knowledge management process. Some difficulties refers to the nature of data itself, others can be because of the organizational need or may face a privacy issue.

Organizing Information for a Better Knowledge Management Process

- For more understanding of knowledge management, we should first consider what does knowledge mean and how it is different from data and information.
- Data is defined as separate non meaningful facts, while information is a meaningful data.
- Knowledge is meant to be an organized and relevant valid information which falls under a view point information.

Knowledge Management Sequential Model

- Data Collection
- Data Analysis
- Data Organization
- Building Knowledge
- Sharing Knowledge

Data Collection:

All data is collected. Different data collection methods can be used such as observation, interviews, collecting systematic data, and questioner .

Data Analysis:

Relevant data should me identified in this process. We should have a clear vision for our knowledge management goal in order to have a successful data analysis. At the end of this process, we should have only the needed data.

Data Organization:

Data that are produced from the previous steps are organized in groups depending on their relevant and structure. By the end of this process useful information are built.

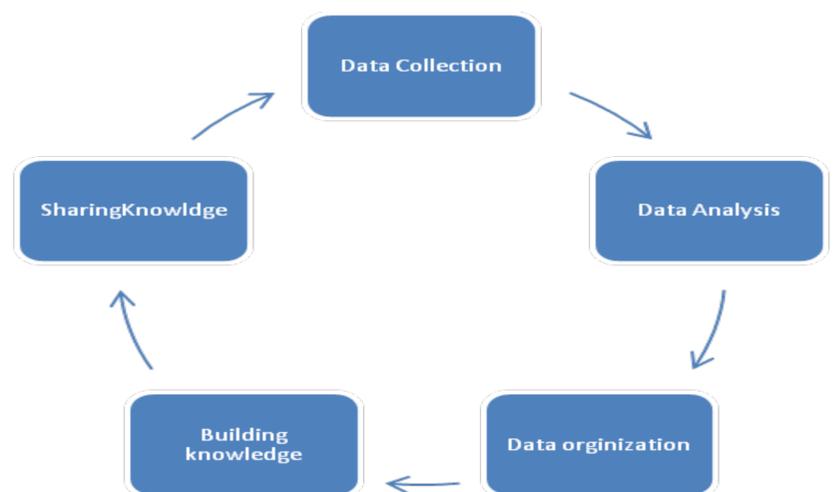
Building and Managing knowledge:

Knowledge can be built upon organized information. Managing knowledge can be observed as dealing with this knowledge and using it in the useful way. It can be also seen as how to cooperate and share this knowledge. An inner process can be produced as what to do if new relevant information is available. As part of knowledge management, shared knowledge is identified.

Sharing Knowledge:

Knowledge sharing in the most difficult process in the world of knowledge since important and critical information may be involved. For sharing knowledge, target audience should be specified and also what type of knowledge can be shared with them . Also, the sharing media should specified.

Knowledge Management Lifecycle Model



Benefits of Knowledge Management

Knowledge management is an important process that produce an effective outcome. Knowledge management can leads to useful usage of knowledge. It can helps in a efficient time for accessing the needed knowledge. It can also decrease the consumed time for finding out or solving a particular issue.

Difficulties of Knowledge Management

Knowledge management can be a difficult process in terms of identifying and organization the knowledge and in term of knowledge sharing and transferring.

Conclusion

General Sequential knowledge management model is produced. To overcome the challenges of a new produced knowledge from the process of knowledge sharing, a proposed updated model took place by making a modification to the first model and convert it to be cycle model instead of a single top down model. I believe that the sequential and cycle knowledge management models can support in implementing efficient knowledge management systems.