

# Knowledge Management Systems

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# Knowledge application

- ▣ the knowledge of employees as a primary asset
- ▣ effective knowledge management system as the core factor for any company to be successful

*Knowledge Management Systems (KMS) “developed to support and enhance the organizational knowledge processes of knowledge creation, storage, retrieval, transfer, and application (Alavi & Leidner, 2001)”*



## *Knowledge Management Systems (KMS)*

- Combination and pooling of ideas by employees – ‘two good heads are better than one’
- Changing of people’s behavior to make their experience and expertise available to others

## *Knowledge Management Systems (KMS)*

- ▣ Transformation of information and intellectual assets into enduring value
- ▣ Providing collaborative capabilities



# What does KMS get up to?

- Identifying knowledge and explicating it
- Codifying and finding knowledge
- Collecting all relevant knowledge to support business processes
- Providing organized ways to find people who possess the required knowledge
- Determining what knowledge the organization has
- Leveraging knowledge strategy

## The four broad objectives of KMS

- ◆ Create knowledge repositories.
- ◆ Improve knowledge access.
- ◆ Enhance the knowledge environment.
- ◆ Manage knowledge as an asset.



# More about KMS

## costs

- ◆ Software
- ◆ Hardware
- ◆ Labour

## benefits

1. Efficiency and Problem Solving
2. Better Decision Making
3. Quality Service Delivery
4. Reduced Cost
5. Speed and Service Delivery
6. Reduced Training Time
7. Retention of Intellectual Properties
8. Increased Revenue and Development of New Business Ventures
9. Sharing Business Resources over Long Distances



Thank you for you attention