
KNOWLEDGE MANAGEMENT

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Abstracts

Knowledge Management can be thought of as the process of collecting, organizing, classifying and disseminating information throughout an organization, so as to make it purposeful to those who need it. Knowledge Management refers to policies, procedures and technologies user for operating a continuously updated linked pair of networked databases. M concerns organizing and analyzing information in a institutions computer databases. This knowledge can be readily shared through a

institution ,instead of languishing in the department where it was created inaccessible to other readers.It involves identification of categories of knowledge needed to support the overall institutions strategy, assessment of current state of the firms knowledge and transformation of the current knowledge base into a new and more powerful knowledge base by filling knowledge gaps.

Knowledge management combines indexing , searching, and push technology to help institutions organize data stored in multiple sources and deliver only relevant information to users.

Keywords : Knowledge Management, Knowledge Classification, Knowledge Source

1. INTRODUCTION

Knowledge management in general,tries to organize and make available Important know –how wherever and whenever its needed. This includes processes, procedures,patents, reference works,formulas,"best practices",forecasts and fixes.

Technologically intranets,groupware,datawarehouses,networks,bulletin boardsand video –conferencing are key tools for storing and distributing this intelligence.Knowledge management involves understanding the relationships of data; identifying and documenting rules for managingdata; and assuring that data are accurate and maintain integrity.

Knowledge Management involves connecting people to people and people to information. Knowledge management are realizing how important it is to "know what they know" and be able to make maximum use of the knowledge. This knowledge resides in different sources within an organization such as databases, knowledge bases, filing cabinets and its employees and is distributed right across the enterprise. Now in this paper discuss about what is knowledge, how it is derived. What are knowledge management, and its process, why we need knowledge management, how it's applicable in the organization.

2. DATA, INFORMATION AND KNOWLEDGE

Data, information and knowledge are closely interconnected. Data lies at the lowest layer in the knowledge chain and acts as the raw material or the knowledge process .data refers to the unformatted, unstructured material freely available around us which by itself does not provide any meaning. The various signals-

acoustic, visual, tactile and otherwise that are around us could be interpreted as having information. The relation between data and information formally is that, information is a structuring of data that reduces uncertainty. Information value of a message is higher if it reduces more uncertainty. In a more informal way, it could be said that information is interpreted data.

Knowledge is the interpretation of information in the eye of a beholder using his own history, his experiences, insights and interpretation. It is because of this reason that the same information may lead to different knowledge for various individuals. In other words,

Data + context + Information

Or

Information = interpreted data

And

Knowledge = Interpreted Information

Or

Knowledge = Information + Experiences, Insights, Judgement (of an individual).

3. WHAT IS KNOWLEDGE

Knowledge is a full utilization of information and data, coupled with the potential of people's skills, competencies, ideas, intuitions, commitments, and motivations. In the highly volatile and extremely competitive global economy of today, knowledge is people, money, leverage, learning, flexibility, power and competitive advantage.

Knowledge is inherent in ideas, judgments, talents, root causes, relationships, perspectives and concepts. Knowledge is stored in the individual brain or encoded in organizational processes, documents, products, services, facilities, and systems. Knowledge is the basis for, and the driver of the current global economy. Knowledge is the result of learning which provides the only sustainable competitive advantage.

However for knowledge to be of value it must be focused, current, tested, and shared. There is no consensus on what knowledge is. Over the millennia, the dominant philosophies of each age have added their own definition of knowledge to the list. Science has added to this list well.

4. KNOWLEDGE MANAGEMENT

Knowledge Management is the explicit and systematic management of vital knowledge and its associated process of creation, organization, diffusion, use and exploitation. Identification of Knowledge, as a recognized field of principal investigation for business use, in addition to academic research, has spurred continuing demand for information systems.

5. KNOWLEDGE CLASSIFICATION

Leading knowledge theorists and practitioners believe that knowledge can be classified in the following two ways

5.1 Information View (Knowledge as information)

Knowledge is derived from structured and unstructured data and information using information management systems based on information theory. IT Professionals tend to follow this classification wherein knowledge is perceived as an information object.

5.2 Process View (Knowledge as A process)

Knowledge comprises of ideas, judgments, experiences, know-how, Procedures, and insights and can be defined in terms of philosophy, psychology, and sociology and can be disseminated through training, education, and learning.

6. KNOWLEDGE SOURCES

Knowledge can be any where, and understanding knowledge can be difficult until its need and usage become clear. Knowledge sources can be classified under two major headings

6.1 Structured Knowledge Source

This represents knowledge derived from structured data and information sources like databases, data marts, data warehouses and knowledge bases. These sources generally refer to the codified forms of organizational knowledge. These data form a part of the operational databases of the various departments and divisions within on organization.

Depending on the IT /IS framework within an organization, these data may be present on multiple computing platforms and may be managed by varying and often incompatible management software. The data from such widely interspersed and incompatible sources may need to be filtered and cleaned at an intermediate stage before being moved to on organizational knowledge repository.

6.2 Unstructured Knowledge Sources

This represents knowledge derived from unstructured sources like text documents, graphics, presentations, websites, and tacit knowledge that a knowledge worker possesses. A large percentage of organizational knowledge is not in electronic form. It exists in files, notes, policy documents, and manuals. It may take the form o an innocuous document pinned to the soft board of the knowledge workers,the readers of the organization. These resources cannot be ignored and are often the principal knowledge sources used by many people. The knowledge thus gained is never written down, be causes an immediate need, quickly satisfied, and becomes a non-need. Thesis where processes and incentives related to knowledge sharing become important.

From the above discussion, it would also become amply clear that The UN structured knowledge sources for exceed the amount of structured knowledge available. In many organizations electronic knowledge sources are not available to everyone. Access to on line knowledge repositories are often blocked by access security restrictions, disclosure or need to know policies, etc., identifying the knowledge reservoirs, its location, and who can use it is a critical KM process. It is recommended that the knowledge maps, which identify the knowledge reservoirs and the knowledge flow within an organization be created.

7. KNOWLEDGE PROCESSES

The knowledge process and function play a very crucial role in leveraging the IC of an organization. They are responsible for the extraction of knowledge from the various data and information sources within an organization, their storage and flow within the organization. KM implementations involve distinct and repeatable cycles or processes irrespective of the terminologies used or the path followed. These are five distinct processes that are as follows:

1. Knowledge creation
2. Knowledge acquisition / capture
3. Knowledge organization
4. Knowledge sharing
5. Knowledge renewal

7.1 Knowledge Creation

One of the fundamental questions that would arise in the minds of the readers would be “Is knowledge created or is it discovered?” In the normal courses of an individuals or an organizations work, knowledge is created, discovered, transformed and shared. The process is cyclic and contributes to the development of the knowledge base of an organization. The following sections would highlight the above concepts. Organizational knowledge can and does take many forms. Some of these forms are as mentioned below:

- Computer knowledge
- Customer knowledge
- Supplier knowledge
- Product knowledge
- Technology knowledge
- Process knowledge

7.2 Knowledge Acquisition/Capture

In today's internet age, enormous amount of data is available to the individuals as well as organizations at the click of a mouse. This has filled a growing need to manage explosive amounts of information effectively. Although indexing and linking documents and other information sources is an important step, capturing the knowledge contained within the se diverse sources is crucial for the building as well as effectively using organizational information repositories. Knowledge acquisition has been a challenging area of research .although there has been considerable work in the area of knowledge capture, activities have been distributed across several distributed across several distinct research communities.

7.3 Knowledge Organization

Knowledge organization refers to the design and development of a knowledge base or knowledge repositories and the associated conceptual access structure in order to ensure and easier retrieval, creation and sharing of knowledge for user communities.

knowledge organization refers it the description of documents, their contents, features and purpose, and the organization of these description so as to make these documents and their parts accessible to persons seeking them or the message that they contain. Knowledge organization encompasses every type and method of indexing, abstracting, cataloguing, classification records management, bibliography and the creation of textual or bibliographic database for information retrieval.

7.4 Knowledge Sharing

The educational needs and skill sets of practitioners need to undergo rapid changes to accommodate increasing specialization of knowledge and the fast pace of technological development. The sharing and

reuse of accumulated knowledge would lead to increase in the productivity of the associated KM system which would be further enhanced by the incorporation of the following three mechanisms:

- Libraries of multiple layers of reusable knowledge bases that could either be incorporated in to software or remotely consulted at execution time. Layers in such knowledge bases capture conceptualizations, tasks, and problem solving methods.
- System construction will be facilitated by the availability of common knowledge representation systems
- The ability (comparable) to translate between the various representation systems

This new reuse-oriented approach will offer tools and methodologies that allow developers to find and use library entries useful to their needs as well as pre-existing services built on these libraries. These tools will be completed by systems that allow developers to offer their work for inclusion in the libraries.

7.5 Knowledge Renewal

The processes used to create, communicate, and apply knowledge results in the generation of new knowledge and resultant expansion of the organizations knowledge base. This cyclic process transforms data in to information, which is enhanced and converted in to knowledge whose application creates new data and information thereby repeating the cycle

8. KNOWLEDGE MANAGEMENT ROLES

A common weakness in most knowledge programs is the overemphasis on it at the expense of well defined KM roles and responsibilities. Traditional organizational roles typically do not address either km or the cross-functional, cross organizational processes by which knowledge is created, shared and applied. Many organizations also cluster those responsible for km into knowledge or expertise centre each being responsible for a particular body of knowledge. Their responsibilities typically include championing KM, educating the organization, knowledge mapping, and integrating the organizational and technological resources comprising the km architecture.

9. WHY WE NEED KNOWLEDGE MANAGEMENT NOW?

- THE amount of time available to experience and acquire knowledge has diminished
- Early retirements & increasing mobility of the work force lead to less of knowledge
- Competitive pressures reduce the size of the work force that holds valuable business knowledge
- Reductions in staffing create a need to replace informal knowledge with formal methods
- There is a need to manage increasing complexity as a small operating companies are transnational sourcing operations
- Change in strategic direction may result in the loss of knowledge in a specific area

To these paraphrases of Ms-Macintoshes observations we would add:

Most of our work is information based.

Organizations compete on the basis of knowledge.

Products and services are increasingly complex, endowing them with a significant information component.

The need for life long learning is an inescapable reality.

10 KM: A CROSS DISCIPLINARY DOMAIN

Library & information science we take it for granted that card catalogs in libraries will help us find the right book when we need it. The body of research and practice in classification and knowledge organization that makes libraries work will be even more vitals as we are inundated by information in business tools for thesaurus construction & controlled vocabularies are already helping as manage knowledge.

10.1 Technical writing

Also under appreciated –even sneered at as a professional activity, technical writing(often referred to by its practitioners as technical communication) forms a body of theory & practice that is directly relevant to effective representation and transfer of knowledge.

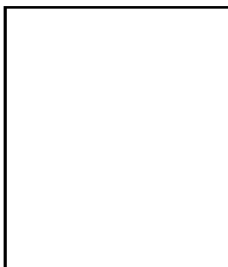
10.2 Document management

Originally concerned primarily with managing the accessibility of images , document management has moved on to making content accessible and re-usable at the component level early recognition of the need to associate meta information with each document object prefigures document management technologies growing role in knowledge management activities

11. CONCLUSION

KM techniques and technologies can help institutions to examine their processes and improve their services to readers. one of the first states in India to come out with a comprehensive IT blueprint and a ten year plan to bring the benefits of e-governance and technology to the grassroots in Andhrapradesh.

About Author



Ms. Alamelu hold M.L.I.Sc from Bharathidasan University. She has also done M.A. with hindi. after that she Worked as a Librarian in Vivekananad College of Arts & Science, Thiruchengodu and Presently she is working as a Librarian in Dhanalaxmi Shrinivasan College of Engineering at Perambalur. She has member of number of professional bodies and present several paper in seminar.

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