MIS - KNOWLEDGE MANAGEMENT SYSTEM

All the systems we are discussing here come under knowledge management category. A knowledge management system is not radically different from all these information systems, but it just extends the already existing systems by assimilating more information.

As we have seen, data is raw facts, information is processed and/or interpreted data, and knowledge is personalized information.

What is Knowledge?

- Personalized information
- State of knowing and understanding
- An object to be stored and manipulated
- A process of applying expertise
- A condition of access to information
- Potential to influence action

Sources of Knowledge of an Organization

- Intranet
- Data warehouses and knowledge repositories
- Decision support tools
- Groupware for supporting collaboration
- Networks of knowledge workers
- Internal expertise

Definition of KMS

> A knowledge management system comprises a range of practices used in an organization to identify, create, represent, distribute, and enable adoption to insight and experience. Such insights and experience comprise knowledge, either embodied in individual or embedded in organizational processes and practices.

Purpose of KMS

- Improved performance
- Competitive advantage
- Innovation
- Sharing of knowledge
- Integration
- Continuous improvement by:
  - Driving strategy
  - Starting new lines of business
  - Solving problems faster
  - Developing professional skills

- Recruit and retain talent

Activities in Knowledge Management

- Start with the business problem and the business value to be delivered first.

- Identify what kind of strategy to pursue to deliver this value and address the KM problem.

- Think about the system required from a people and process point of view.

- Finally, think about what kind of technical infrastructure are required to support the people and processes.

- Implement system and processes with appropriate change management and iterative staged release.

Level of Knowledge Management

Enterprise Intelligence

Information creation,sharing and management

Document management