KNOWLEDGE CAPTURE, CODIFICATION AND SYSTEM DEPLOYMENT

KNOWLEDGE CODIFICATION

Knowledge codification involves the organization and externalization of the knowledge. The tacit knowledge is converted to explicit knowledge through codification. There are several issues involved in codification of knowledge. The quality issue of knowledge codification involves accuracy, understand ability, accessibility and credibility.

Some of the important ways to promote knowledge capture and codification includes:

Motivating the knowledge contributors: As converting tacit knowledge is difficult and involves numerous steps, acknowledging the knowledge contributors helps in capturing more amount of tacit knowledge. The knowledge content is improvised over the period time and becomes an invaluable asset. When the knowledge about identifying customer requirements on a project is captured, the knowledge is of high value for other project members. Moreover the content can be modified with inputs from project leaders from diversified projects.

Unlearning to learn new: For organizations, unlearning the frameworks that are once applicable and have become outdated now is necessary. Such unlearning, takes the organizations to new path and enable the organization involve in change activities for the benefit of the organization and its members. For example, the employees are expecting the organization to be friendly and expect the organization to solve their problems. Employee friendly practices such as elderly care, education expenses for kids, medical reimbursements, paid vacation, work from home option etc. have changed the way the organizations' were operating.

Preventing knowledge loss during transfer: When tacit knowledge is transferred to explicit knowledge, there is always a possibility of knowledge loss. But still the knowledge that is codified is more valuable even though knowledge leakage happens. The organizations have to be definitely be in connect with the knowledge knowers in order to have right amount of knowledge to be captured and codified.

Greater power of tacit knowledge: Tacit knowledge is valuable as it is the source to achieve competitive advantage. Moreover, the tacitness need to be maintained, so that the possibility of imitation is reduced and not easily acquired by others.

KNOWLEDGE SYSTEM TESTING AND DEPLOYMENT

Knowledge system testing and deployment have to be carried before taking the system for larger use. One of the important steps in knowledge management (KM) is knowledge transfer and it is carried only after system testing and deployment. Several factors are affecting the knowledge-based system quality.

Factors affecting knowledge-based system quality: The quality of the knowledge-based system is affected by many factors as given below.

- Nature of the problem
- Technical considerations
- People involved
- Organizational factors

The combination of these factors again poses a challenge to the success of the knowledge based system. When the problem is complex and the organizational climate is favourable, the knowledge developer can expect greater cooperation from the knowledge expert and the user during the codification process. Such cooperation contributes to building the right knowledge-based system and deployment. This results in a high performance, quality-focused KM system.

Maintenance issue in the deployment stage of KM system: The organization has to focus and answer various questions on the maintenance of KM system. Some of the areas of focus include:

- Staff accountable for KM system maintenance
- The skillset of the maintenance staff and retraining requirements
- Incentives to ensure quality maintenance
- Forms of support needed for maintenance
- Budget allocation for maintenance
- Nature of the relationship between KM maintenance staff and IT staff

Other issues that will affect the KM system deployment include the measurement of deployment success, people factor and the depth of knowledge for deployment.