

INTRODUCTION TO KNOWLEDGE MANAGEMENT

KNOWLEDGE MANAGEMENT EVOLUTION

Knowledge management has been in existence for years and it has taken various forms to reach the matured stage.

1. Technological development towards KM
2. Advancements in the academic field towards KM
3. Generational development in KM

Technological development towards KM

Various steps involved:

1. Development of ARPANET
2. Use of information technology
3. Development of portals
4. Development of knowledge portals

Advancements in the academic field towards KM

1. Publication of articles on organizational learning leading to the awareness of development in the organizations.
2. Publication of success stories of the organization that has implemented KM paving way for imitation of best practices.
3. Talks on knowledge management in different forums created awareness and communicated the benefits of KM implementation
4. Universities offered a specialized course in knowledge management that has focused to study and understand the implementation and applications of KM.

Generational development in KM

1. With the development of IT, data transfer in huge quantities was targeting in the first phase of KM development.

2. With enough data transfer happening easily, the difficulty is to make people use the data for decision making. In the second phase, people's issues are considered in KM development.
3. With data and people in place, in the third phase of KM development, the context in which KM applied is given importance to get the full benefit of KM.