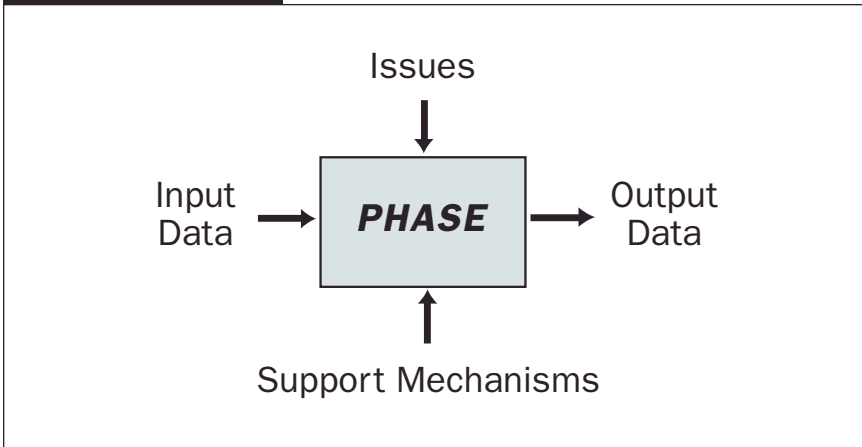EXHIBIT 4.1

involved in the particular phase of the KM life cycle. For example, in the archiving process, the output data are indexed according to a standard or controlled vocabulary, whereas in the translation phase, the format of the information is converted to a more useful form.

Issues

The issues relevant to each phase in the Knowledge Management life cycle depend on the phase as well as the type of knowledge involved. For example, for highly sensitive medical, legal, or financial information, security is a key issue. In contrast, for information that will be published on the web for general consumption, verifying ownership and copy-right may be primary concerns. The primary issues in the KM life cycle, each of which is relevant to different degrees at each phase of the life cycle, include:

- Economics
- Accessibility
- Intellectual property
- Information