

# Use

In this phase of the Knowledge Management life cycle, the information is employed for some useful purpose. The range of potential uses for information is virtually unlimited, and depends on the industry and the needs and activities of knowledge workers within the organization. For example, the information may be incorporated into applications for sale or licensed to third parties.

The key issues in the use phase depicted in Exhibit 4.4, include usability, accessibility, security, intellectual property, and tracking. For example, not only must the information be easy to use in the form provided, but it must be easily accessed by those with the appropriate privileges. In addition, use of specific information may be restricted by licensing, moral rights, and other intellectual property controls.

**EXHIBIT 4.4**

