

- Infrastructure
- Management

Economics

Every phase of the KM life cycle has an associated resource requirement in terms of money, time, technology, overhead, and physical space. Costs typically are expressed in cost per quantity of information accessed, manipulated, or stored. In this regard, the value of the data or information handled by the KM system reflects both the cost of replacement and resources already invested in acquiring the information. The economics of the KM life cycle also should provide for unplanned events. For example, a KM initiative must have enough economic reserve to survive data loss due to unavoidable accidents, ranging from human error to hardware failures and software incompatibilities.

Accessibility

The accessibility of information in a KM system is a primary concern of knowledge employees and managers. Accessibility issues include access privileges—who within the organization has access to specific information and the type of access allowed. Access privileges typically are stratified on a need-to-know basis and by level in the organization. For example, whereas the CEO may have access to information throughout the organization, a knowledge worker in, say, customer support may not have access to information in the human resources department. The type of access to information commonly varies as a function of the knowledge worker's role in the organization. The librarian may be able to read, modify, and even delete information from the KM system. However, a front-line knowledge worker, such as a customer support representative, may be able to read and write information but not modify or delete information already in the system.