Glossary

American Productivity and Quality Center (APQC) One of the leading industry groups in the area of Knowledge Management. APOC is credited with kick-starting the application of Knowledge Management in business.

Application A software program that supports a specific task, such as word processing.

Application service provider (ASP) A technology that provides access to software through a Web browser, negating the need for the customer to purchase and run the software locally.

Architecture The general technical layout of a computer system.

Artificial intelligence (AI) The branch of computer science concerned with enabling computers to simulate human intelligence. Machine learning, natural language processing, neural networks, and expert systems are all examples of applied artificial intelligence.

B2E management Business-to-employee management, where the knowledge worker is treated like a customer to certain business services.

Back-end process A process that doesn't represent a company's unique skills, knowledge, or processes. Typical back-end processes include payroll, billing, and accounts payable. A back-end process moved to a shared services unit becomes the core competency of the unit.

Balanced scorecard A measurement method used to assess the value of a Knowledge Management initiative, based on a balanced view of short- and long-term objectives, financial and no financial measures, lagging and leading indicators, and internal and external perspectives.

Bandwidth A measure of the information-carrying capacity of a medium. On the Internet, bandwidth is commonly measured in bits per second.