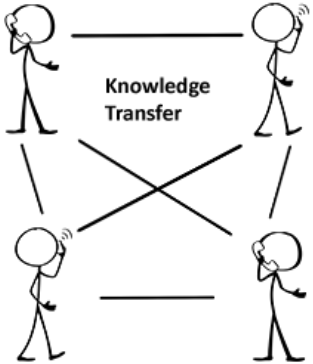
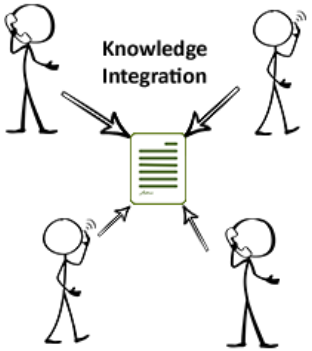
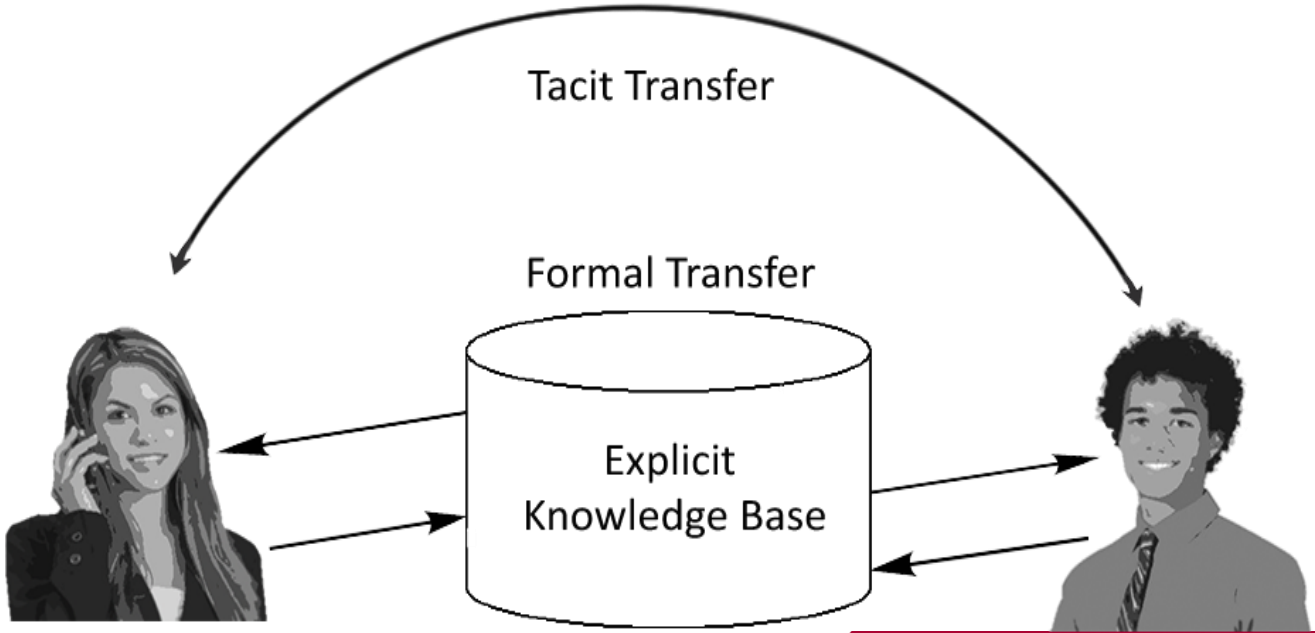
Two key approaches to KM

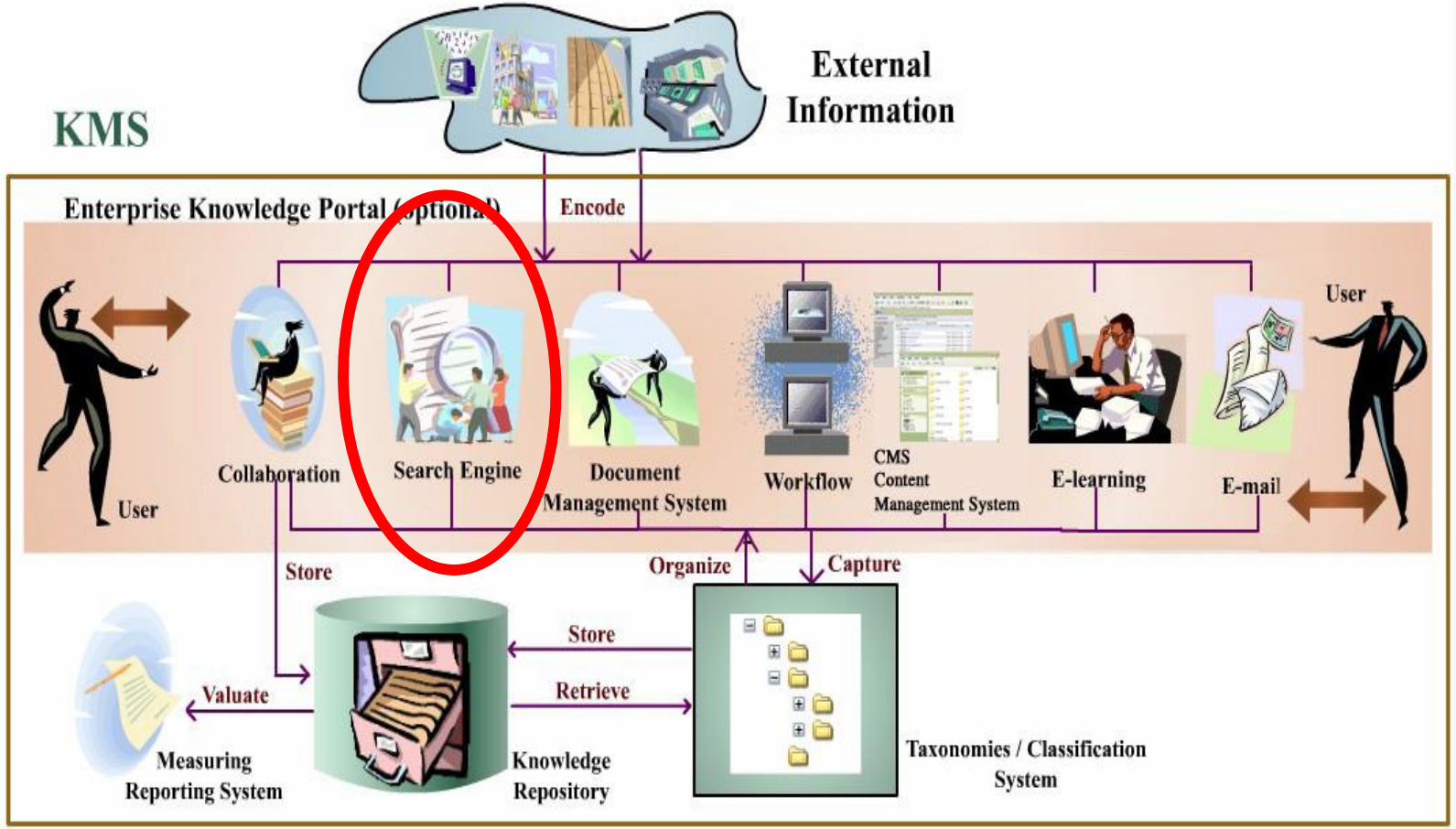
Knowledge Transfer Vs Knowledge Integration (Source: A. Tiwana, KM Toolkit, 2002.)







A Knowledge Management System (KMS)



Common search problems

- Spends ½ hour to 1.5 hours on searching daily
- Multiple search engines exist
- Almost all text-based input/output
- Meta-data not entered
- Ranking of results needs improvement
- Search Engine settings not customised and/or not updated
- Inadequate user training
- Search often a user-driven process

A Taxonomy of Search Engines

- Desktop/Personal Search Engines
- Enterprise Search Engines
- Web Search Engines
- Federated Search Engines
- Vertical Search Engines
- Social Search Engines
- Visual Search Engines
- Voice Search Engines
- …

Ways to conduct Searches

1. Keyword(s), AND/OR/NOT operators
2. Directory Navigation
3. A combination of 1 and 2 above
4. Attribute-pairs
5. Statistical-based
6. Association-based
7. (Near) Natural Language queries
8. Semantic searches