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Linking Knowledge Management Technologies to Strategy

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Introduction

Brief survey of KM technologies

Agent technology

Artificial intelligence

Business intelligence

Case-based reasoning

Cognitive mapping tools

Collaboration support systems

Communication systems

Community management

Competence management

Computer based training

Content management

Customer relationship mgmt.

Data and knowledge discovery

Data mining

Data warehousing

Decision support systems

Document management

E-learning

Enterprise portals

Executive information systems

Expert networks

Expert systems

Expertise directories

Group support systems

Groupware

Information retrieval tools

Intellectual property mgmt.

Internet, intranet and extranets

Knowledge portals

Knowledge repositories

Knowledge taxonomies

Machine-based learning

Measurement and reporting

Meta-search systems

Mobile computing

Online analytical processing

Ontology and taxonomy

Personalization

Process modeling

Push technology

Search

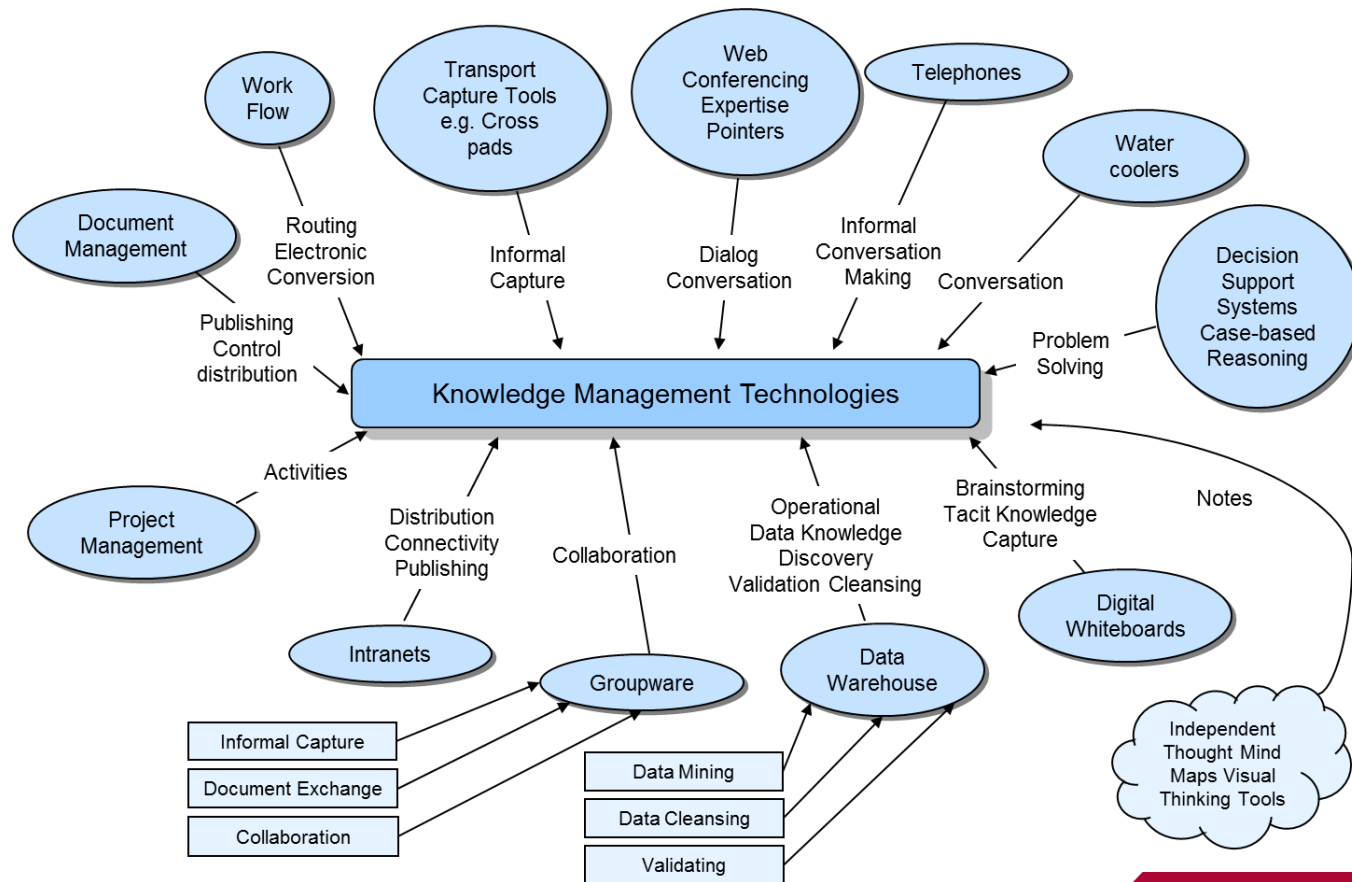
Social network analysis

Videoconferencing

Visualization systems

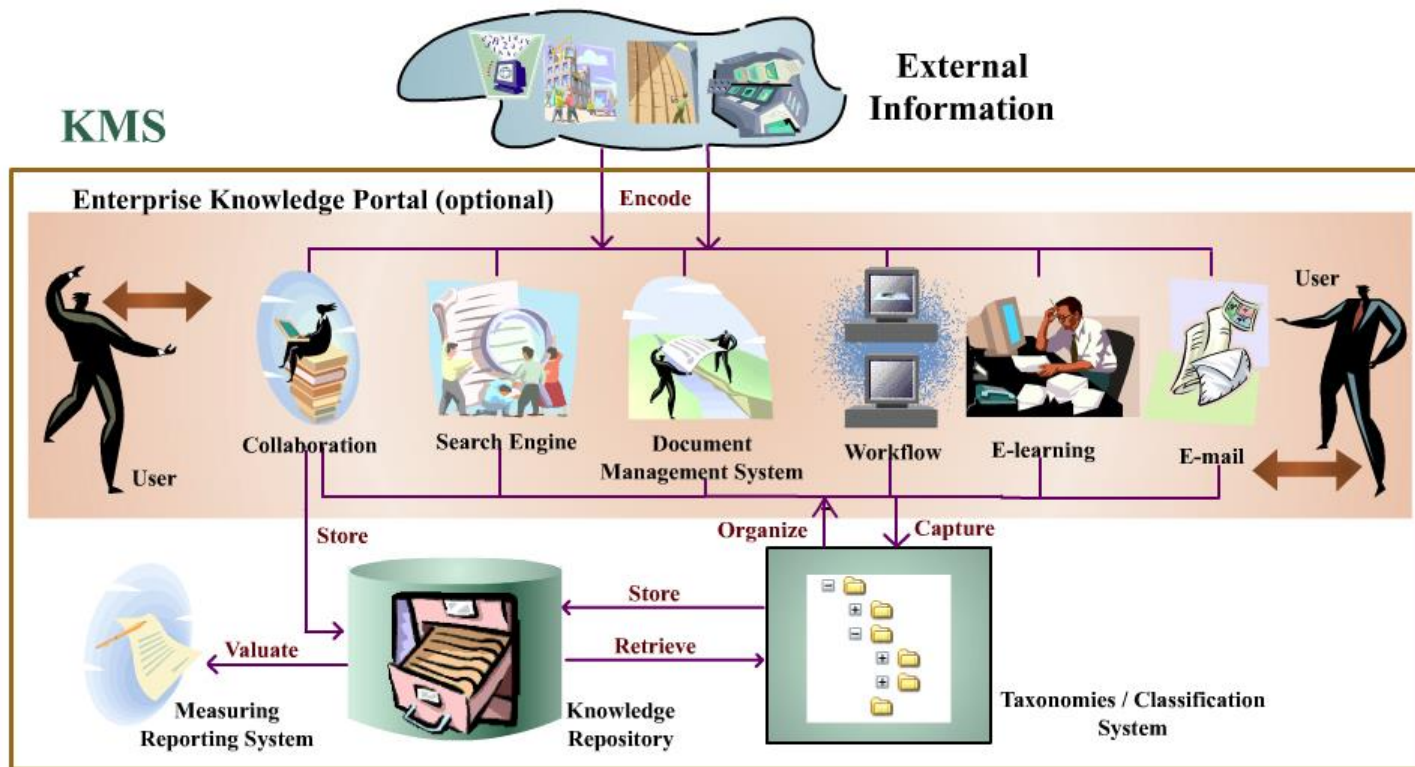
Workflow management

Knowledge Management Technologies



(Tiwana, 2002)

A Knowledge Management System (KMS)



Sample frameworks for classifying KM technologies

- By functional types
- By support of knowledge processes
- By support of business processes
- By support of collaboration and/or projects
- Embodiment in core enterprise apps
- For use by Small to Medium size enterprises (SMEs),
and large organizations
- For use by individual knowledge workers

Sample frameworks for classifying KM technologies (cont.)

- By functional types e.g. online communities, instant messaging, web conferencing
- By support of knowledge processes e.g. search engines, data/text mining tools
- By support of business processes e.g. customer service
- By support of collaboration and/or projects e.g. workspaces, portals
- Embodiment in core enterprise applications e.g. CRM systems, Product Information Systems, Best Practice Replications, Q&A Systems
- For use by Small to Medium size enterprises (SMEs), and large organizations e.g. Hosted solutions, Open Source tools, enterprise KMS
- For use by individual knowledge workers e.g. Desktop productivity tools, Personal KM tools, Web 2.0 tools