



Knowledge Management

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Inhaltsangabe:Abstract: The following report explores the main aspects of knowledge management. The history of knowledge management reveals that different trends and developments influenced the evolution of a new management theory. Advanced information technologies that enable global knowledge-sharing and the recognition that people are the most valuable resource in a fast changing environment are the main reasons why knowledge management has become increasingly important. An attempt to clarify the terminology demonstrates that there is no generally accepted definition of knowledge management. This report defines knowledge management according to the three dimensions content, culture and infrastructure and thus, provides a basic framework to the main knowledge processes. The differentiation between the codification approach and the personalisation approach is essential in the evaluation of the implementation process. The first approach mainly relies on computer systems and databases whereas the latter focuses on person-to-person contacts. Both strategies can be combined to a certain extent, however, the main...



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