

# Knowledge Resources

**Tacit Knowledge**

Questionnaire Survey, Interviews with Experts, Knowledge from Literature, and Documents of past and ongoing projects.

**Explicit Knowledge**

## Human Resources

**Influential Factors**

- ← Culture
- ← Management
- ← Technology
- ← Measurement
- ← Infrastructure

### Knowledge Worker

- Knowledge Extraction**
1. Knowledge Capturing
  2. Knowledge Review
  3. Adapting & Editing
  4. Classification
  5. Knowledge Storage

### User Knowledge Sharing

- Knowledge Reusing**
1. Identify Problem
  2. Problem Recording
  3. Knowledge Searching
  4. Knowledge using

### Knowledge Updating

5. Knowledge Recording
6. Knowledge Editing
7. Knowledge Revision
8. Knowledge Storage

### Knowledge Team

#### Analyse, Design & Implement KM

##### Analysis

1. Identify management vision
2. Identify employees' culture and roles
3. Identify business processes
4. Identify existing and required knowledge

##### Design

5. Choose methods and tools
6. Planning and Methodology
7. Prototype Implementation
8. Prototype evaluation & feedback

##### Implementation

9. Deployment
10. Encouraging employees
11. Monitoring Performance
12. Evaluation

Implementation & Improvements

Feedback

### Knowledge acquisition & storage

#### Knowledge Acquisition

1. Knowledge Capturing
2. Knowledge Review
3. Knowledge Digitizing

#### Knowledge Storage

4. Knowledge Adapting & Editing
5. Knowledge Classification
6. Knowledge Approval

### Data Worker

1. Data Recording
2. Data Reviewing
3. Data Storing

### Project Database

#### Tools

- Data Mining
- Data Analysis
- Query & Reporting

### User

#### Data → Knowledge

- Use Database tools for entering, retrieving, editing, processing, organizing, analyzing and presenting data.
- Results and Conclusions reviewed and stored in Knowledge base.

Approved Knowledge  
Non-approved Knowledge

Approved Knowledge

Non-approved Knowledge

Non-approved Knowledge

Approved Knowledge

Non-approved Knowledge

## Knowledge System Functions

Videos & Photos Management

Knowledge recording & Storing

Knowledge Publishing & Subscribing

Knowledge Editing & Approving

E-Meeting & Messaging

Yellow Pages & Contact Details

Documents Management

Knowledge Classification

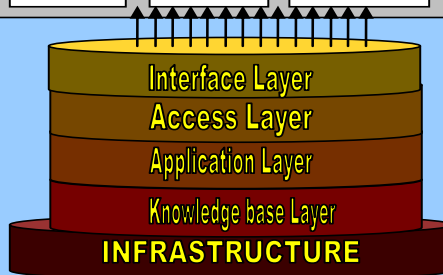
Training & Support

Knowledge Referring

Knowledge Searching

Knowledge Map

## Knowledge System Architecture



Customers  
Clients  
Partners  
Suppliers  
Consultants