

Knowledge Resources

Tacit Knowledge

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

Explicit Knowledge

Human Resources

Knowledge Worker

Knowledge Extraction

1. Knowledge Capturing
2. Knowledge Review
3. Adapting & Editing
4. Classification
5. 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

Knowledge acquisition & storage

Knowledge Acquisition

1. Knowledge Capturing
2. Knowledge Review
3. Knowledge Digitizing
4. Knowledge Adapting & Editing
5. Knowledge Classification
6. Knowledge Approval

Knowledge Storage

Knowledge Updating

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

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

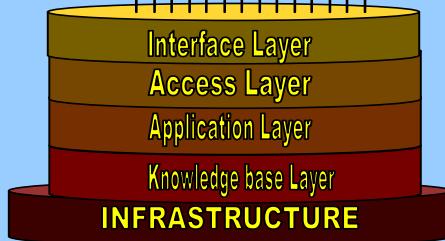
Training & Support

Knowledge Referring

Knowledge Searching

Knowledge Map

Knowledge System Architecture



Influential Factors

1. Culture

2. Technology

3. Environment

4. Stakeholders

5. Customers

6. Clients

7. Partners

8. Suppliers

9. Consultants