

The Development of a Model for Managing Organizational Knowledge

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Organizational managers are increasingly aware that the knowledge base of the organization is a critical asset, comparable to capital, financial, technology, and human resources factors. Assessing knowledge assets is often less tangible than more familiar types of resources. In addition, understanding the process of creating and organizing distributed collections of information into discrete knowledge bases, the effective relationship between collections of knowledge and the technology supporting the management of these bases, and the requirements for providing an intuitive and transparent access to this knowledge for the user are dimensions that must be addressed. This presentation will address the process of identifying an organization's knowledge base and the development of a model to facilitate describing the relationships involved in managing discrete collections and making them available to the user. Establishment of such a process and model provides the basis for ongoing project prototyping in managing organizational knowledge collections.

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