



METADATA

Title: Knowledge management

Other Titles: -

Language: Greek

Authors: Marinagi, A., Professor, AUA, Skourlas, C., Professor, UNIWA

ISBN: 978-618-85850-1-0

Subject: MATHEMATICS AND COMPUTER SCIENCE

Keywords: Intellectual capital / Tacit knowledge / Knowledge codification / Knowledge capture / Change management

Bibliographic Reference: Marinagi, A., & Skourlas, C. (2022). Knowledge management [Undergraduate textbook]. Kallipos, Open Academic Editions. <http://dx.doi.org/10.57713/kallipos-27>

Abstract

The aim of this book is to present the basic concepts of knowledge management and to focus on the role of knowledge management in contemporary organizations, where most workers are knowledge workers. Particularly, the book introduces the conceptual framework of knowledge management to prepare the reader to issues that will be discussed in next chapters. After that, the concept of intellectual capital is analyzed, and selected knowledge management models are presented. Furthermore, the business environment of organizations is examined and the factors of business environment, strategic analysis, knowledge management strategy and strategic knowledge management in organizations are presented. Moreover, a well-known process of leading change in organization and a case study are presented. Furthermore, different approaches and techniques in knowledge capture and codification and case studies are presented. Then the Knowledge Management Systems are presented, and their component technologies are analyzed. Moreover, forefront technologies of Industry 4.0, which can support the knowledge

management processes are presented. Then, topics related to the discovery, retrieval, and evaluation of knowledge, such as data mining, information retrieval systems and personalization are presented. Then the book focuses on knowledge organization systems. Data organization models are presented. In addition, the concept of metadata, the semantic web, and the importance of open and linked data in discovering new semantic knowledge are analyzed. Then systems for storing and presenting knowledge are presented. The concepts of Business Intelligence, Data Warehouses and Online Analytical Processing are presented. In the following, the concepts of organizational learning and learning organization are presented, and the role of Communities of Practice in knowledge transfer and sharing in organizations is analyzed. Moreover, technologies that are used in knowledge transfer and sharing are presented. Then knowledge management and organization in libraries is described. Finally, a discussion follows on innovation and the factors that enhance the transformation of knowledge into innovation.

