

Press Release

Knowledge management for the next generation

Historically, knowledge management (KM) has been more about processes and procedures than just technology. However, this has not stopped software companies from trying to develop a generic model that will accommodate this growing trend. First-generation KM was about simple data repositories that used the software as a shell for the information stored within it.

The second generation of KM incorporates knowledge gathering and conversion of tacit and explicit knowledge and aims to integrate various business practices into KM applications. Such systems have already reached maturity, so what can we expect from the next generation of KM?

Third-generation KM will definitely have an influence of artificial intelligence-based processing and will be focused on finding, gathering, storing and learning, with the last two points being the main differentiators.

Storing knowledge goes beyond physical storage and access; it is more about the logical conveyance of this knowledge to the user. The user should be able to search and navigate both structured and unstructured data that has already been automatically classified and relevant taxonomies generated with minimal user intervention.

The second differentiator is the KM system's learning capabilities. The system should be able to learn from users' search behaviour and build profiles of each user based on searches they carry out. More importantly, it should be able to identify which lawyer is most likely to have knowledge on a given subject.

The third point is getting a multi-layered taxonomy where, for example, the first layer reflects the internal taxonomy that is mapped to the second layer, which is the external taxonomy, so the user has the choice of searching for both internal and external knowledge.

There are companies such as OpenBridge and TripleHop that claim to have some of these features already. However, what no technology would be able to do is capture the tacit knowledge without it being given voluntarily. If anyone is still under the misconception that solution or, more importantly, knowledge-based solution comes wrapped in a box, then they are very much mistaken.

Effective deployment of knowledge management can only be achieved through an organisation's cultural shift and an individual's mindset.

About imus

imus is an independent London based management consultancy and technology organization, specializing in Intellectual Asset Management. The comprehensive management of knowledge within an organisation is our core business. With a clear grasp of the challenges faced by organisations today, imus is able to provide all the services required to help our customers manage and retain their intellectual capital by delivering and deploying a Knowledge Based Solution successfully.

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