

# DPBS(PG) College, Anoopshahr

BCA VI Semester

Subject: Knowledge Management

Paper Code: 604

## Concept & Structure of Knowledge Management

Knowledge becomes important element in today's business world. Organizations aiming to compete in knowledge society must learn to manage the knowledge they possess.

### Concept of knowledge management

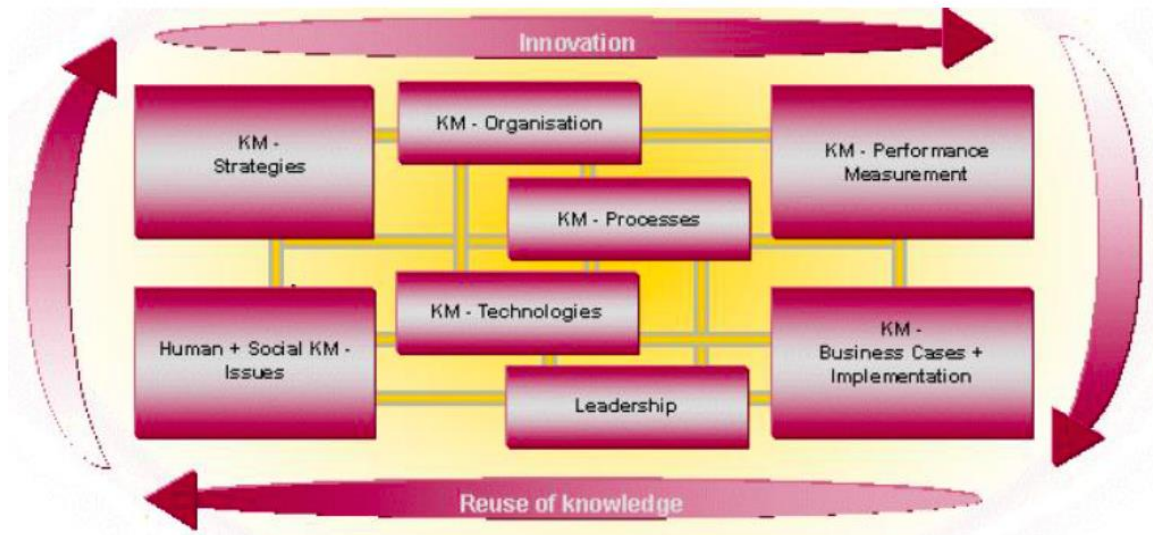
Knowledge is resource which is used due to the changes in markets, the growing number of competitors and the technological changes, organizations which act successfully are valued for their ability constantly to resume and to create new knowledge using it to create new products and services. KM means optimal use of theoretic and practice knowledge in business processes in order to achieve more advantages against competitors and to realize benefit of an organization.

### Knowledge Management structure

While all three classes are critical to build a learning organization and get business results from Knowledge Management, the majority of organizations worldwide implementing KM have found it relatively easier to put technology and processes in place, whereas the component "people" has posed greater challenge. So Basically there are three components of Knowledge Management Structure



Knowledge Management Structure according to European Knowledge Management Forum Knowledge Management structure offered by the European KM Forum consortium is represented in Figure shown below. It shows how the aspect of KM processes may to be seen in the context of the whole KM framework.



The KM framework developed by the European KM Forum consists of eight major elements:

- (1) KM strategies
- (2) Human + Social KM issues
- (3) KM organizational aspects
- (4) KM processes
- (5) KM technologies
- (6) KM performance measurement
- (7) leadership
- (8) KM business cases + implementation aspects

Probst et al. (2006) offered General Knowledge Management Structure as shown in figure.

