

KNOWLEDGE MANAGEMENT

‘New Dimensions of Knowledge Management’

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ABSTRACT

This paper is an attempt to define the Indian opportunity for harnessing the power of the knowledge revolution Discoveries in Gene Technology (GT) and Information Technology (IT) . This paper intension is to cover the complete life cycle of knowledge. It is describing the phases, techniques and types of knowledge management.

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Introduction :

Knowledge management is understanding gained through experience of 'know how' i.e., accumulation of facts, procedures and rules knowledge management is a new world for the consumer in today's market knowledge management helps to share and communicate with peers. It helps to respond to customers new products and dominating emergent technologies. It involves people, technology and processes. Becoming a knowledge power by 2020 is a very important mission for the nation. It has two dimensional objectives of societal transformation and wealth generation, a third dimension emerges when India has to transform into a knowledge power.

The Knowledge Revolution :

It is perhaps a little difficult to demarcate the exact beginning of the popular "new knowledge revolution". However, one can say that certain triggered this process. The first such phenomenon was the scientific development of rigorous research, as opposed to chance discoveries and "blue sky research". Boundaries of "pure" scientific disciplines started to blur, and overlapping inter-disciplinary and trans-disciplinary areas of research emerged. Two of the "best" examples of this phenomenon are Gene Technology (GT) and Information Technology (IT).

Today, virtually all R&D in industry is inter – and trans-disciplinary in nature. This is increasingly the case in many areas of advanced academic research as well. This shift in academia has taken place in response to industries, demand for new tool to taken place in response to industries, demand for new tool to tackle large real-world problems. At the same time, teaching and research in "pure" sciences has begun to be modernized and strengthened. Today, it has become essential to train and teach aspiring scientists to pursue inter and trans-disciplinary R&D work. Simultaneously, "blue-sky" research has also become better focused to deal with the questions raised by the knowledge revolution,

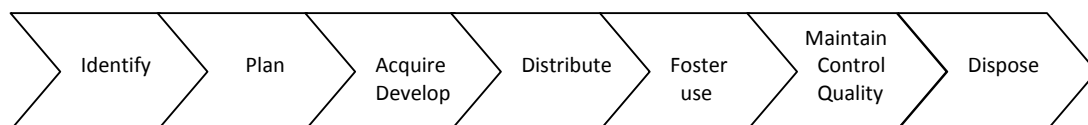
rather than as pure philosophical pursuits alone. Two of the earlier events that promoted trans-disciplinary research work were the Manhattan project, and the Man on the Moon project. The birth of the modern Information Technology (IT) industry can be traced to Arpanet project, an early 60's US Defense project. Of course, the most prominent manifestation of this phenomenon has been the birth and mushrooming of the Silicon Valley.

An important revolution in the “Knowledge Revolution” has been the emergence of “academic entrepreneurs”, which has dramatically changed the conventional views on the role of knowledge in wealth creation. The success stories of the Silicon Valley, and those of the Route 128 in Boston among others, have provided respectability to the process of dons and deans turning into entrepreneurs. This has also led to a transformation of the relationship between academia and industry-which was earlier one of a contractor-supplier. Now, newer forms of partnership and collaboration are blossoming.

The Knowledge Management Cycle ;

Today, there are many frameworks for knowledge management around. They all have in common their intention to cover the complete life cycle of knowledge within the organization. Typically, the following activities with respect to knowledge and its management are distinguished by many authors

Knowledge Value Chain

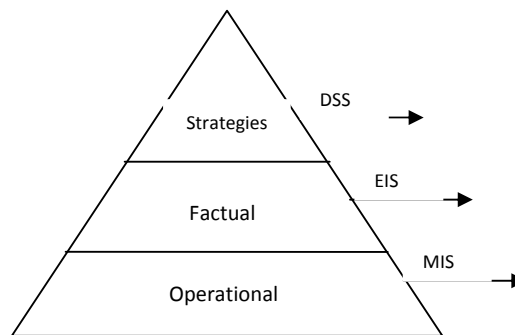


- Identify internally and externally existing knowledge
- Plan what knowledge will be needed in the future
- Acquire and / or develop the needed knowledge

- Distribute the knowledge to where it is needed.
- Foster the application of knowledge in the business processes of the organization.
- Control the quality of knowledge and maintain it.
- Dispose of knowledge when it is no longer needed.

Thus, a simple, but very practical definition of knowledge management is a framework and tool set for improving the organization's knowledge infrastructure, aimed at getting the right knowledge to the right people in the right form at the right time.

Management is classified into three phases namely – strategic, tactical and operational. Strategic phase is concerned with long-term business issues such as diversification, expansion of business, etc. Tactical phase is supported by organization, which is mainly internal such as budget analysis, staff promotion, etc. Operational phase relates to the operational staff and also not have long term implications such as attendance, cash flow, sales figures.

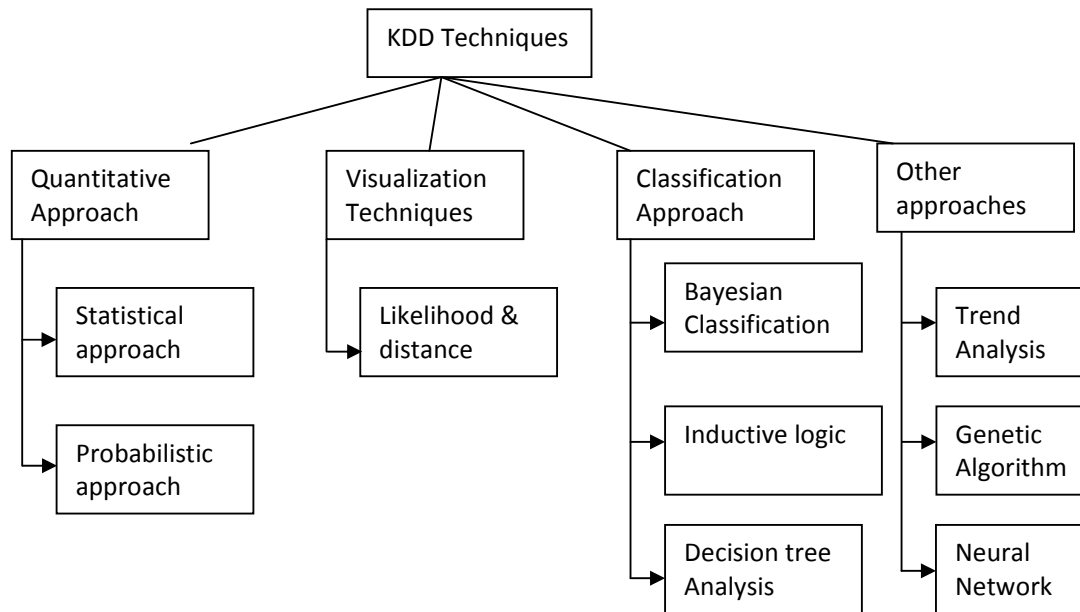


Knowledge Management Techniques :

Experience changes ideas about what should happens knowledge of what did happen. The importance of knowledge is the ability to deal with complexity in the complex business world. In this situation, the success of organizations depends on their ability to operate in a fast moving and global market place where customers are increasingly knowledgeable and establish a new focus on creating

and using intellectual assets. This focus on intellectual assets and information literacy required in particular is to specify the kind of knowledge to determine the use of different techniques like Quantitative approach, Visualization Techniques, Classification Approach and other approaches like Trend analysis, Genetic algorithm etc.

Knowledge Discovery and Data Mining



Explicit Knowledge :

Explicit knowledge, as the first word in term implies, knowledge that has been articulated and more often than not, captured in the form of text, tables, diagrams, product specifications and computer software of manuals.

Tacit knowledge :

Tacit Knowledge is subconsciously understood and applied, difficult to articulate developed from direct experience and action and shared through experience.

Implicit Knowledge :

Implicit Knowledge is the kind of knowledge that can often be ceased out of a competent performer by a task analyst, knowledge engineer or other person skilled in identifying the kind of knowledge that can be articulated but hasn't.

2.4 The Seven layers of a knowledge Management :

According to World Bank group the Seven layer of KM are :

Layer 1 :	Training and Development Building and skill base
Layer 2 :	Information sharing Knowing best practices within the firm
Layer 3 :	Using information Extracting contextual knowledge
Layer 4 :	Leveraging sources of competence Ease of access, visibility and dialogue
Layer 5 :	Mobilizing action teams creating new initiatives
Layer 6 :	Facilitating discovery Incorporating diverse insights
Layer 7 :	Co-creating value creating next practices

Conclusion :

In this new era of the knowledge revolution India must seek out and exploit some of its inherent strengths to accelerate economic development, while creating extremely attractive overness for employment generation. Biotechnology (BT) and IT and the two new pillars of the era of knowledge management. Indian Science and Engineering graduates have made an international mark in both these corner-stone disciplines.

Knowledge Management is not a silver plate to obtain all solution for today's dynamic business challenge. It also has it own strength and weakness.

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