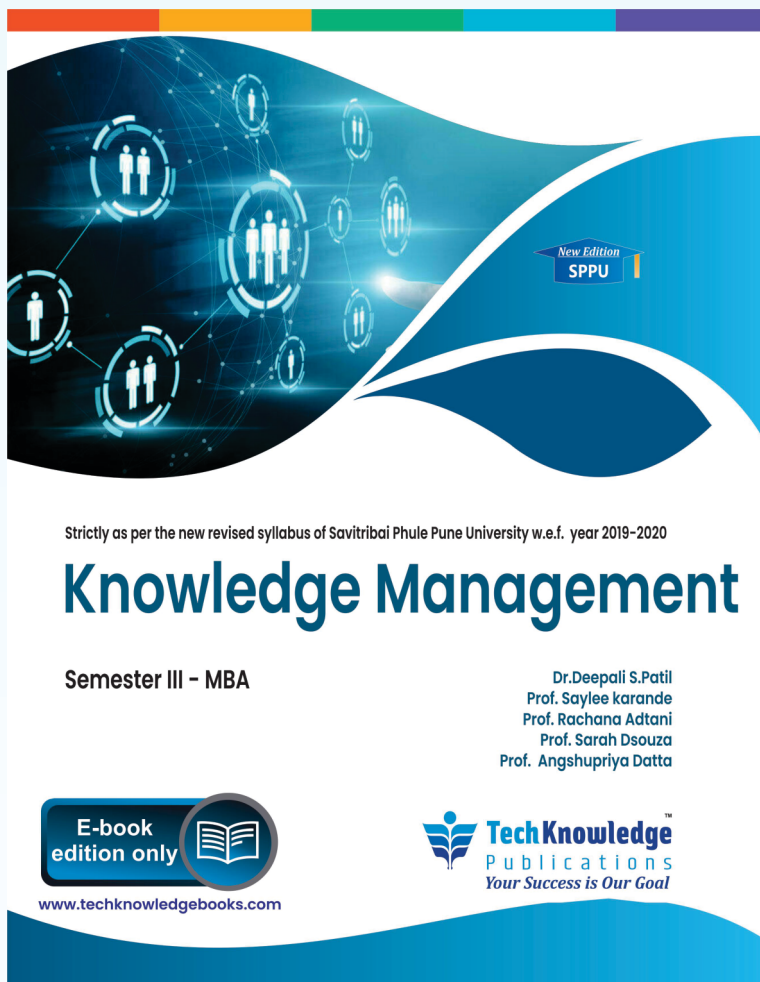


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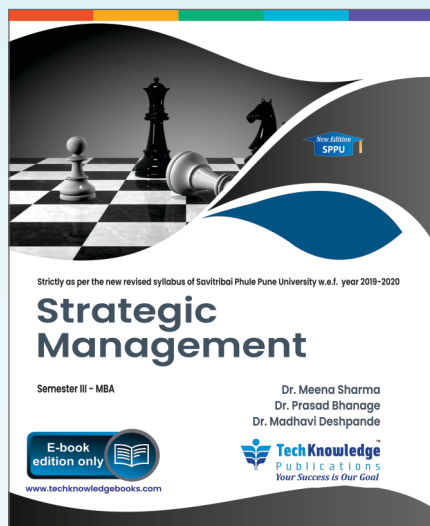


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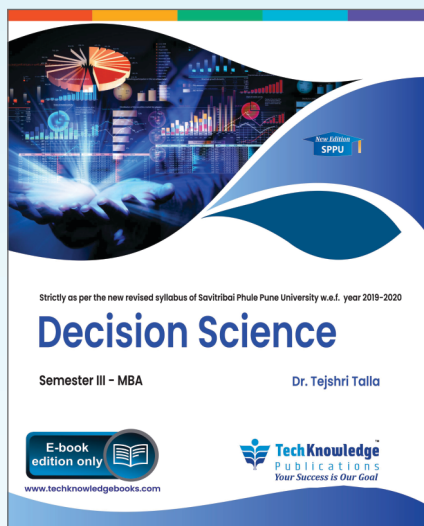
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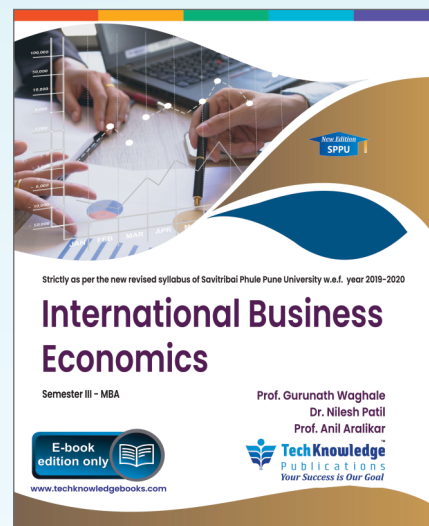
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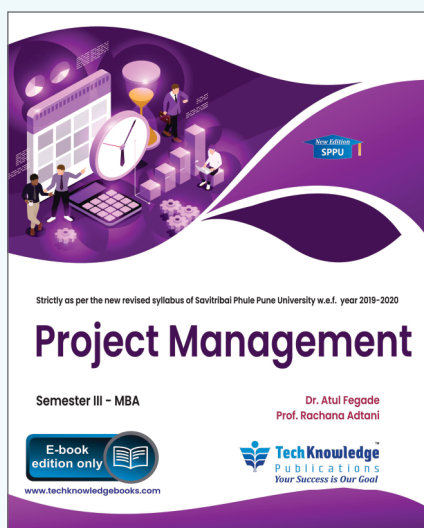
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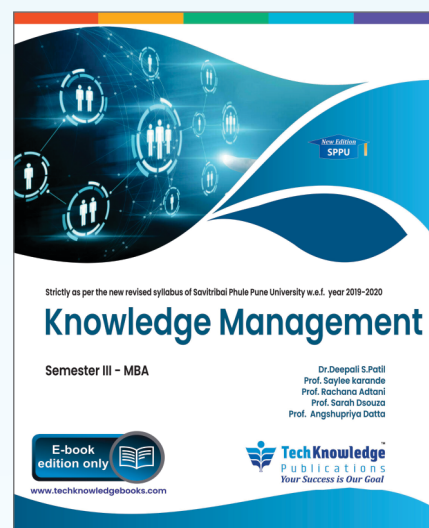
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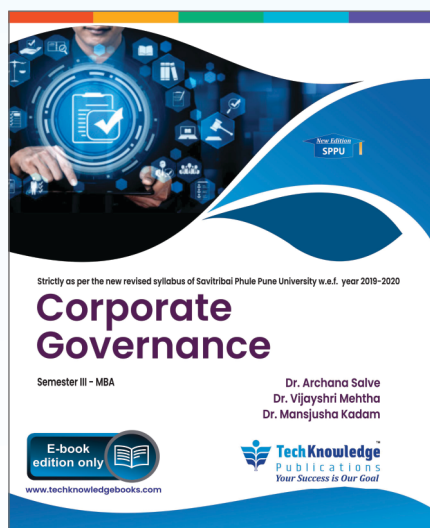
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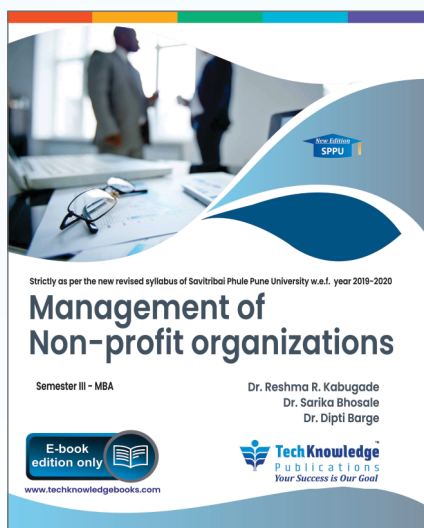
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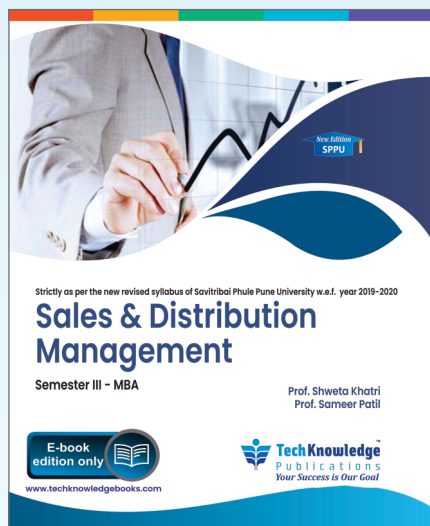
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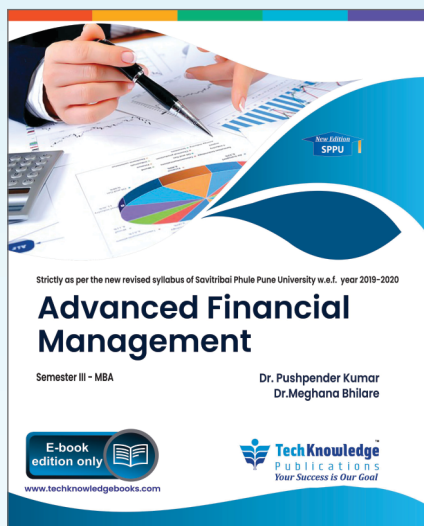
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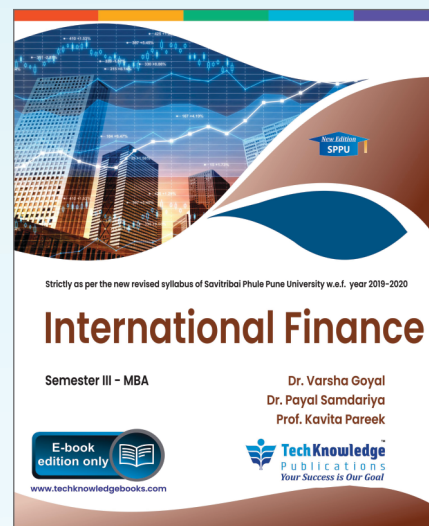
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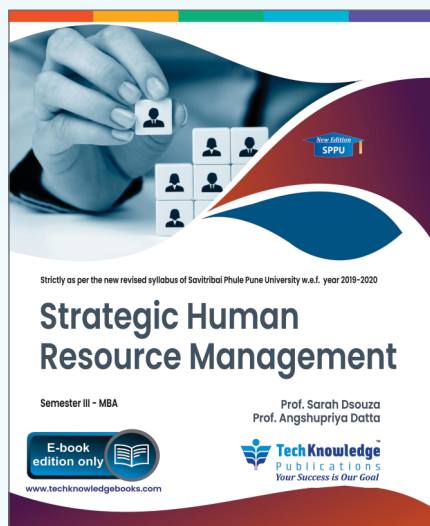
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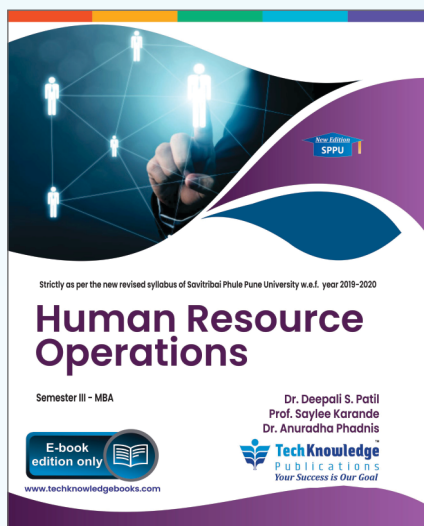
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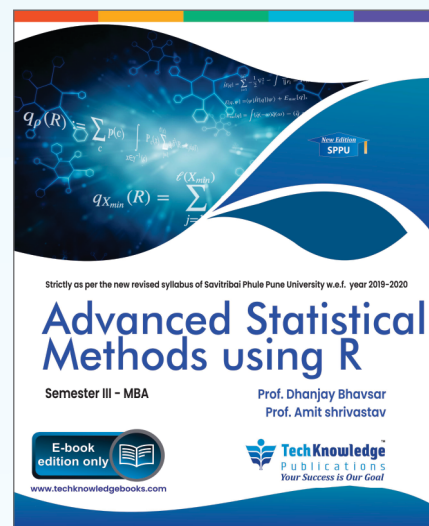
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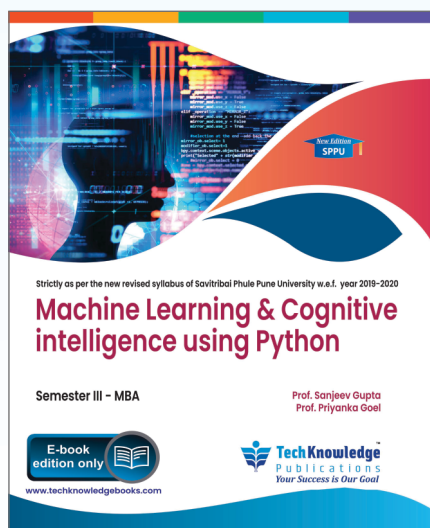
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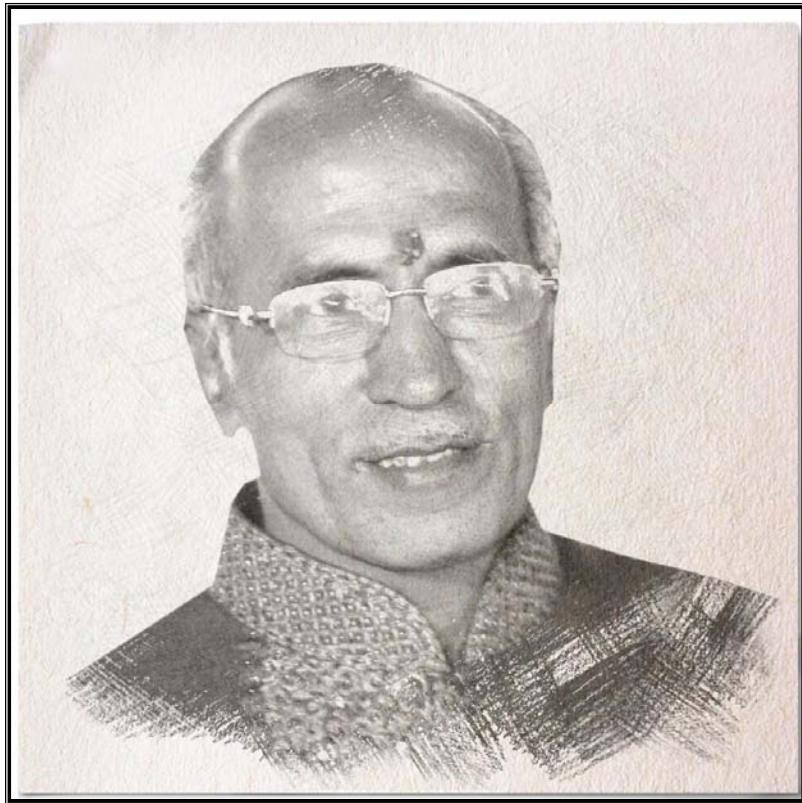
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who will always be an inspiration, a positive force and strong support
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“My work is my prayer to God”

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*Soulful Tribute and Gratitude for all Your
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Preface

Dear Students,

We are extremely happy to present the book of “**Knowledge Management**” for you. We have divided the subject into small chapters so that the topics can be arranged and understood properly. The topics within the chapters have been arranged in a proper sequence to ensure smooth flow of the subject.

We present this book in the loving memory of **Late. Shri. Pradeepji Lunawat**, our source of inspiration and a strong foundation of “**TechKnowledge Publications**”. He will always be remembered in our hearts and motivate us to achieve our new milestone.

We are thankful to Seema P. Lunawat, Vaishali Nisargand and Dr. Deepali Patil for the encouragement and support that they have extended. We are also thankful to the staff members of TechKnowledge Publications and others for their efforts to make this book as good as it is. We have made every possible efforts to eliminate all the errors in this book. However if you find any, please let us know, because that will help us to improve the book quality further.

We are thankful to our family members and friends for their patience and encouragement.

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□□□

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She has worked closely with the Training and Development Center of Lupin Ltd. a Multi-National Pharmaceutical Company and provided recommendations that enabled them to further design & improve their training interventions. She is a Gold Medal recipient in Performing Arts and holds Certifications in Violin, Piano & Western Music Theory from The Royal College of London and Speech & Drama from Trinity College of London. Currently, she is an Asst. Professor at D.Y.Patil Institute of MCA and Management, Akurdi, Pune, lecturing PGDM and MBA Students in Human Resources, General Management, Public Relations, Communication and Business Etiquettes.



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Prof. Angshupriya Datta

Saylee Karande Designated as : Assistant Professor at D Y Patil Institute of Management, Ambi. Achievement-oriented professional with nearly 10 years of experience; Currently Pursuing Ph.D. from D Y Patil Vidyapeeth , other educational qualification MBA (HR) from ICFAI, Tripura University, BA Economics from SPPU, also completed Diploma in Labor Law, Hotel Management , International Air Transport Association (IATA) IITC. Published and presented more than 12 research papers in national and international Journal.



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Also she contributed in various books- Organizational Behaviours, Essentials for psychology for managers HR, operations, Knowledge management, and Strategic management on revised syllabus of SPPU. She worked as paper setter and evaluator under SPPU. She has published nine research paper, three of them selected in UGC Care journals.



Dr. Deepali Sandip Patil



Syllabus

Semester III		309 – Project Management
2 Credits	LTP: 2:0:0	Generic Elective – University Level

Course Outcomes: On successful completion of the course the learner will be able to

CO#	COGNITIVE ABILITIES	COURSE OUTCOMES
CO 309.1	Remembering	DEFINE the key terms and concepts in Knowledge Management.
CO 309.2	Understanding	DESCRIBE the Knowledge Management cycle
CO 309.3	Applying	DISCUSS the types of Knowledge and its implications.
CO 309.4	Analysing	OUTLINE the importance of capturing knowledge elements and its structures application as a competitive advantage to business
CO 309.5	Evaluating	EXPLAIN the human and business aspects of knowledge management.

1. **Introduction to Knowledge** : Meaning of data, information, knowledge and expertise, Meaning of epistemology, Types of Knowledge - Subjective & Objective views of knowledge, procedural Vs. declarative, tacit Vs. explicit, general Vs. specific, Types of expertise – associational, motor skill, theoretical, Characteristics of knowledge – explicitness, codifiability, teachability, Specificity, Reservoirs of knowledge. **(5 + 1)**
2. **KM and KM Cycle** : Why KM, KM system life cycle, and aligning KM and business strategy, KM Cycle: Knowledge creation, capturing tacit knowledge, Types of knowledge and its implications for KM Knowledge codification and system development: codification, system testing and deployment, Knowledge transfer and knowledge sharing- the role of culture and structure **(5 + 1)**
3. **KM System** : Analysis design and development: Knowledge infrastructure, Knowledge audit, and knowledge team, Analysis, design and development of KM system, KM tools and Portals: inferences from data, data mining and knowledge portals **(5 + 1)**
4. **KM Infrastructure** : Organizational Structure, Organizational Culture, Communities of Practice, Information Technology Infrastructure, Common Knowledge **(5 + 1)**
5. **Evaluation of KM effectiveness** : KM Impact: Dimensions of KM Impact – People, Processes, Products & Organizational Performance, Factors influencing impact – universalistic & contingency views, Assessment of KM Impact – Qualitative & quantitative measures, Identification of appropriate KM solutions, Ethical, legal and managerial issues, KM experiences from Indian companies, KM innovation and Learning organization, The future of KM. **(5 + 1)**

□□□

Index

Unit 1

Chapter 1 : Introduction to Knowledge

1-1 to 1-13

1.1	Introduction to Knowledge Management.....	1-2
1.1.1	Definition.....	1-2
1.1.2	Data.....	1-3
1.1.3	Information.....	1-3
1.1.4	Knowledge.....	1-3
1.1.5	Expertise.....	1-5
1.1.6	Epistemology.....	1-5
1.2	Types of Knowledge.....	1-5
1.2.1	Subjective and Objective Views of Knowledge.....	1-5
1.3	Procedural Vs. Declarative Knowledge.....	1-7
1.4	Tacit Vs. Explicit Knowledge.....	1-7
1.5	General Vs. Specific Knowledge.....	1-8
1.6	Types of Expertise.....	1-9
1.6.1	Associational (Black Box) Expertise.....	1-9
1.6.2	Motor Skills.....	1-9
1.6.3	Theoretical (Deep).....	1-9
1.7	Characteristics of knowledge.....	1-10
1.8	Reservoirs of Knowledge.....	1-10
1.8.1	Knowledge in People.....	1-11
1.8.2	Knowledge in Artifacts.....	1-11
1.8.3	Knowledge in Organisational Entities.....	1-12
1.8.3(A)	Knowledge in Organisational Unit.....	1-12
1.8.3(B)	Knowledge in Whole Organisation.....	1-12
1.8.3(C)	Knowledge in Organisational Network.....	1-12

Unit 2

Chapter 2 : KM and KM Cycle

2-1 to 2-12

2.1	Why KM, KM system life cycle and aligning KM and business strategy.....	2-2
2.2	Major approaches to KM Cycle.....	2-3
2.3	Knowledge codification and system development.....	2-7
2.4	Knowledge sharing – role of culture and structure.....	2-9

Unit 3

Chapter 3 : KM System

3-1 to 3-23

3.1	Analysis design and development.....	3-2
-----	--------------------------------------	-----



3.2	Knowledge Infrastructure.....	3-3
3.2.1	Knowledge Infrastructure Basics.....	3-3
3.2.3	Propelling KM activity.....	3-7
3.2.3(A)	The knowledge audit concept.....	3-8
3.2.3(B)	Knowledge Management System Analysis, Design, and Development	3-8
3.3	Knowledge management tools and Portals.....	3-10
3.3.1	Knowledge Management Tools.....	3-10
3.3.2	KMS (Knowledge executives systems) theoretical model in ventures.....	3-13
3.3.3	Knowledge Portals.....	3-14
3.3.4	Comparison of Business Intelligence:	3-15
3.3.5	The Need of Portals.....	3-17
3.3.6	Web-based Portals	3-20

Unit 4

Chapter 4 : KM Infrastructure**4-1 to 4-20**

4.1	Introduction	4-2
4.2	Organizational Structure.....	4-2
4.2.1	Common types of Organizational Structure.....	4-3
4.3	Organizational Culture.....	4-6
4.3.1	Definition Organizational Culture.....	4-6
4.3.2	Nature of organizational Culture:.....	4-7
4.3.3	Origin of organizational Culture.....	4-8
4.3.4	Functions of Organization Culture.....	4-9
4.3.5	Types of Organizational Culture.....	4-11
4.3.6	Creating and maintaining organization Culture.....	4-13
4.4	Communities of Practice.....	4-16
4.5	Information Technology Infrastructure	4-17
4.5.1	Components of IT Infrastructure.....	4-17
4.5.2	Traditional Vs. Cloud Infrastructures	4-18
4.5.3	Examples of Technology Infrastructure:	4-18
4.6	Common Knowledge	4-19

Unit 5

Chapter 5 : Evaluation of KM effectiveness**5-1 to 5-24**

5.1	Evaluation of Km Effectiveness	5-2
5.1.1	Importance of KM Evaluation	5-2
5.1.2	Benefits of KM Evaluation	5-2
5.1.3	Types of KM Evaluation.....	5-3
5.1.4	Time of KM Evaluation.....	5-3



5.2	KM Impact.....	5-3
5.2.1	Dimensions of KM Impact	5-3
5.2.2	People	5-4
5.2.3	Processes.....	5-6
5.2.4	Products	5-8
5.2.5	Organizational Performance	5-9
5.3	Factors influencing impact.....	5-10
5.3.1	Types of Factors	5-10
5.3.2	Universalistic views.....	5-10
5.3.3	Contingency views	5-10
5.4	Assessment of KM Impact.....	5-12
5.4.1	Nature of assessment	5-12
5.4.2	Qualitative measures	5-12
5.4.3	Quantitative measures	5-12
5.4.4	Who performs KM assessment?	5-13
5.5	Identification of appropriate KM solutions	5-13
5.5.1	Seven steps methodology	5-13
5.6	Ethical, legal and managerial issues.....	5-15
5.6.1	Ethical and Legal Issues	5-15
5.6.2	Managerial Issues.....	5-16
5.7	KM experiences from Indian companies	5-17
5.7.1	Need for KM in India	5-17
5.7.2	KM in Wipro	5-17
5.7.3	KM in Tech Mahindra.....	5-18
5.8	KM innovation and Learning organization.....	5-19
5.8.1	Importance of innovation.....	5-19
5.8.2	Drivers of innovation	5-19
5.8.3	Functions of KM in innovation	5-20
5.9	The future of KM	5-20
5.9.1	KM as problem solver	5-20
5.9.2	Intellectual property (IP).....	5-21
5.9.3	Barriers to knowledge sharing.....	5-22
5.9.4	Conclusion.....	5-23



Unit 1

Introduction to Knowledge



Syllabus

Meaning of data, information, knowledge and expertise, Meaning of epistemology, Types of Knowledge - Subjective & Objective views of knowledge, procedural Vs. declarative, tacit Vs. explicit, general Vs. specific, Types of expertise - associational, motor skill, theoretical, Characteristics of knowledge - explicitness, codifiability, teachability, Specificity, Reservoirs of knowledge

Unit 2

KM and KM Cycle

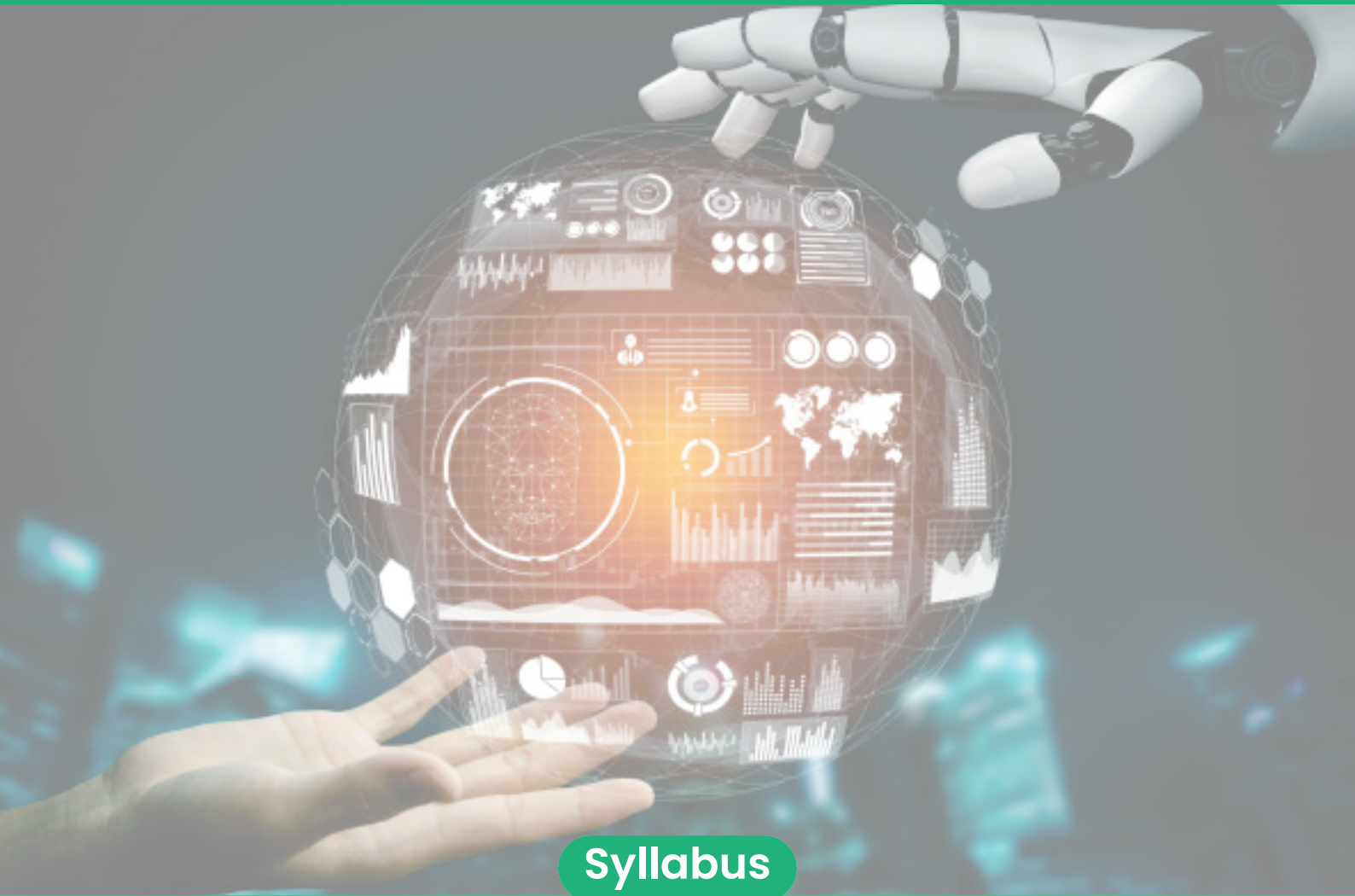


Syllabus

Why KM, KM system life cycle, and aligning KM and business strategy, KM Cycle: Knowledge creation, capturing tacit knowledge, Types of knowledge and its implications for KM Knowledge codification and system development: codification, system testing and deployment, Knowledge transfer and knowledge sharing- the role of culture and structure

Unit 3

KM System



Syllabus

Analysis design and development: Knowledge infrastructure, Knowledge audit, and knowledge team, Analysis, design and development of KM system, KM tools and Portals: inferences from data, data mining and knowledge portals

Unit 4

KM Infrastructure

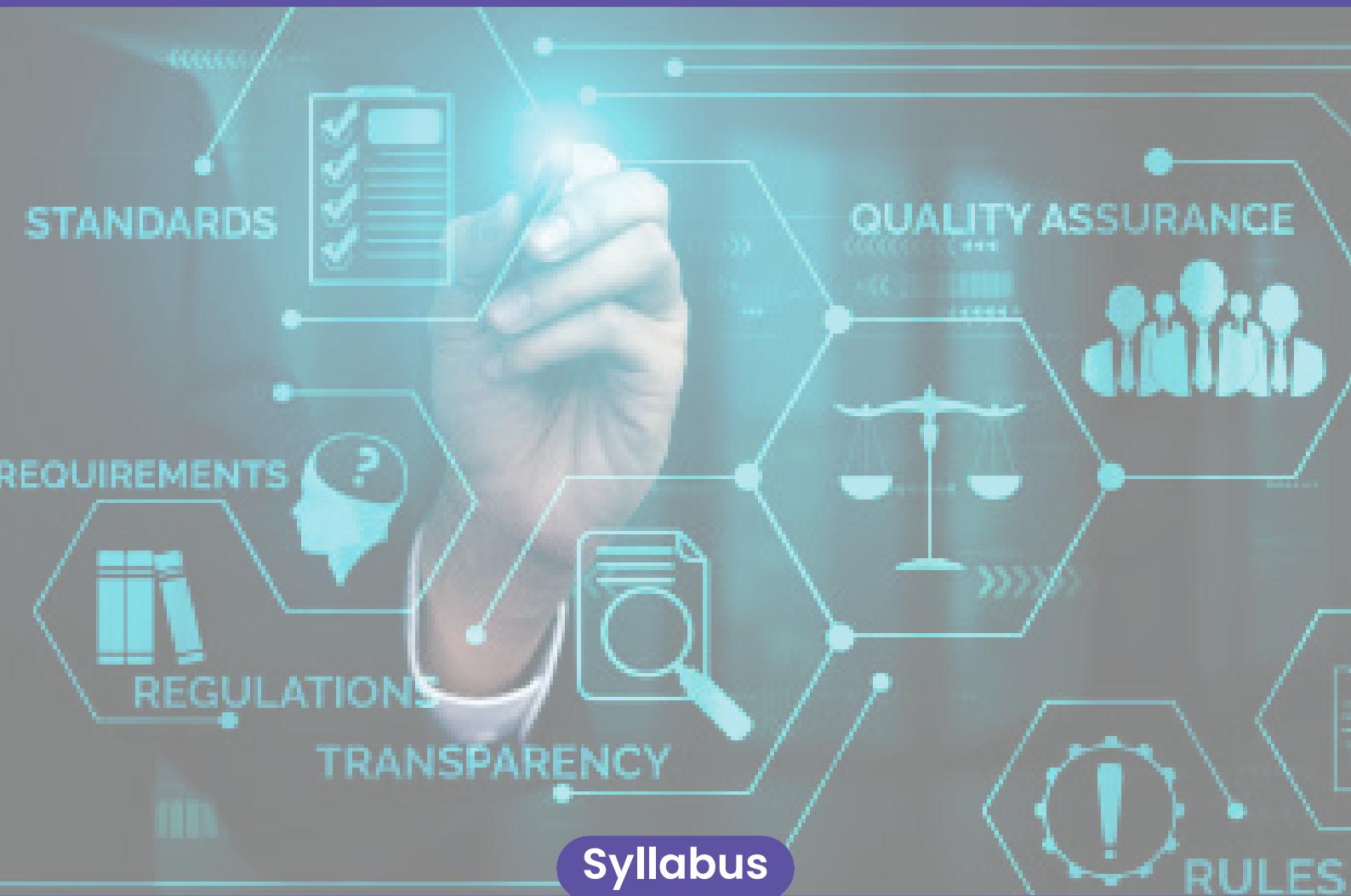


Syllabus

Organizational Structure, Organizational Culture, Communities of Practice, Information Technology Infrastructure, Common Knowledge

Unit 5

Evaluation of KM effectiveness



Syllabus

KM Impact: Dimensions of KM Impact – People, Processes, Products & Organizational Performance, Factors influencing impact – universalistic & contingency views, Assessment of KM Impact – Qualitative & quantitative measures, Identification of appropriate KM solutions, Ethical, legal and managerial issues, KM experiences from Indian companies, KM innovation and Learning organization, The future of KM.