Knowledge Management Technologies (Source: A. Tiwana, 2002.)
Common KM projects with a strong dependence on technologies

- Knowledge Audit
- Taxonomy
- Search
- Collaboration System(s)
- Portal
- Electronic Document Management System (EDMS)
- Knowledge Communities
- E-Learning
- Intelligent System(s)
- Intranet / Extranet
- Blogging / Weblogs / RSS Readers / Wikis

Types of knowledge workers
(Source: T. Davenport, Harvard Management Update, Nov 2002.)

The emergence of knowledge work

Criteria for a Personal Knowledge Management (PKM) tool

- Supports one or more knowledge processes
- Functions in a Standard Operating Environment i.e. MS Windows, Mac OS, Linux
- Tight integration with other desktop or handheld tools
- No technical knowledge is needed to install, configure and uninstall the software
- Can operate offline and on a public infrastructure
- Free or less than US$250
 Technologies for Personal Knowledge Management (PKM)

- Index/Search
- Meta-search
- Associative links/search
- Information capturing and sharing
- Concept/Mind mapping
- E-Mail management, analysis and Unified Messaging
- Speech recognition
- Collaboration, Networking and Synchronisation
- Learning

Social Networking in Business

LinkedIn

P2P VoIP software Skype
Contact details for Eric Tsui

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