Knowledge Management Dictionary (Definitions of Common Terms)

This article outlines terminology usage across the knowledge management industry. This guide will cover everything you need to know about knowledge management. It will cover the definitions of various terms used in the field of knowledge management.

Knowledge Management Dictionary

Here's a list of some commonly used terms in the field of knowledge management along with their explanation.

Knowledge Management (KM): Knowledge management refers to the systematic process of creating, capturing, sharing, and utilizing knowledge within an organization. The goal of knowledge management is to leverage an organization's collective knowledge and expertise to support decision-making, improve performance, and promote innovation.

Knowledge: Knowledge refers to the information and understanding that an individual or organization possesses. Knowledge can include both explicit information, such as that found in documents or databases, and implicit knowledge, such as skills, expertise, and experience.

Knowledge Creation: Knowledge creation refers to the process of producing new knowledge and understanding through activities such as research, experimentation, and collaboration.

Knowledge Capture: Knowledge capture refers to the process of collecting, organizing, and storing knowledge for future use. This can include activities such as documenting processes, recording lessons learned, and creating knowledge databases.

Knowledge Sharing: Knowledge sharing refers to the process of exchanging knowledge and information between individuals or groups within an organization. Knowledge sharing can be facilitated through activities such as mentoring, collaboration, and the use of knowledge management systems.

Knowledge Utilization: Knowledge utilization refers to the process of using knowledge to support decision-making, problem-solving, and innovation. Effective knowledge utilization requires the ability to access relevant knowledge, understand its value and limitations, and apply it effectively.

Knowledge Assets: Knowledge assets refer to the valuable knowledge and information resources that an organization possesses. Knowledge assets can include intellectual property, expertise, and experience, as well as more tangible resources such as documents, databases, and systems.

Tacit Knowledge: Tacit knowledge refers to knowledge that is difficult to articulate or transfer, and is often embodied in an individual's skills, experience, and intuition. Tacit knowledge is a valuable form of knowledge but can be challenging to manage and leverage effectively.

Explicit Knowledge: Explicit knowledge refers to knowledge that can be easily captured, communicated, and stored in a tangible form, such as documents or databases. Explicit knowledge is more easily managed and shared than tacit knowledge.

Knowledge Transfer: Knowledge transfer refers to the process of transferring knowledge and information from one individual or group to another. Knowledge transfer can be facilitated through activities such as training, mentoring, and the use of knowledge management systems.

Communities of Practice: A community of practice is a group of individuals who share a common interest or domain of expertise, and who interact regularly to share knowledge and learn from one another. Communities of practice can play an important role in promoting knowledge sharing and learning within organizations.

Knowledge Repository: A knowledge repository is a centralized location where knowledge and information are stored and managed. Knowledge repositories can take many forms, including databases, document management systems, and online

knowledge portals.

Knowledge Retention: Knowledge retention refers to the processes and strategies used to preserve and maintain valuable knowledge within an organization over time. This can include measures such as document management, employee training and development, and the creation of a knowledge-sharing culture. Knowledge retention can be facilitated through activities such as mentoring, knowledge transfer, and the use of knowledge management systems.

Knowledge Culture: Knowledge culture refers to the values, norms, and practices of an organization that promotes the creation, sharing, and utilization of knowledge. It can help an organization effectively manage and leverage its knowledge assets. A strong knowledge culture is characterized by a commitment to sharing knowledge, continuous learning, and a focus on leveraging knowledge to improve performance and drive innovation.

Knowledge Map: A knowledge map is a visual representation of the relationships and connections between different pieces of knowledge within an organization. This can help to identify gaps in knowledge and to facilitate the transfer of knowledge between different departments or individuals.

Knowledge Mapping: Knowledge mapping refers to the process of identifying, organizing, and visualizing the knowledge resources and relationships within an organization. Knowledge maps can help organizations to better understand their knowledge assets and identify opportunities for knowledge sharing and reuse.

Knowledge Processes: Knowledge processes refer to the systematic and repeatable activities involved in creating, capturing, sharing, and utilizing knowledge within an organization. These can include activities such as conducting knowledge audits, implementing knowledge management systems, and fostering a knowledge-sharing culture.

Knowledge Audit: A knowledge audit is a systematic review of an organization's knowledge assets and processes. The purpose of a knowledge audit is to identify strengths and weaknesses in the organization's knowledge management practices and to inform the development of a knowledge management strategy. Knowledge audits help organizations to identify areas for improvement in their knowledge management practices, and prioritize their efforts to support continuous learning and improvement.

Knowledge Workforce: The knowledge workforce refers to the employees within an organization who are responsible for creating, capturing, sharing, and utilizing knowledge. These employees may have specialized knowledge or skills and may play a key role in promoting a knowledge-sharing culture within the organization.

Knowledge Broker: A knowledge broker is an individual or role within an organization responsible for facilitating the transfer of knowledge between different groups or individuals. Knowledge brokers may help to connect employees with relevant information and expertise and can play a key role in promoting a knowledge-sharing culture.

Knowledge Brokering: Knowledge brokering refers to the process of mediating between individuals or groups with different areas of expertise to facilitate knowledge sharing and collaboration. Knowledge brokers help to connect individuals with the knowledge and expertise they need to support decision-making and problem-solving.

Intellectual Capital: Intellectual capital refers to the collective knowledge and expertise of an organization, including both human and structural capital. Human capital refers to the knowledge, skills, and expertise of employees, while structural capital refers to the systems, processes, and technology used to manage knowledge. Intellectual capital is often considered to be one of an organization's most valuable assets and is increasingly seen as a key source of competitive advantage.

Social Learning: Social learning refers to the process of learning through interaction and collaboration with others. This can occur in formal or informal settings and can be facilitated through tools such as communities of practice, knowledge-sharing platforms, and collaborative project teams.

Knowledge Services: Knowledge services refer to the support services and activities aimed at helping organizations create, capture, share, and utilize knowledge effectively. These can include consulting services, training and development programs, and technology-based systems and tools.

Knowledge Base: A knowledge base is a repository of information that is organized and easily accessible. It contains an organized collection of data, facts, and information about a subject or topic. A knowledge base software can be used to store information such as frequently asked questions, product specifications, technical support resources, and other relevant information. Knowledge bases are typically used to provide customers with a convenient way to find answers to

their questions quickly and easily.

Knowledge Portal: A knowledge portal is a centralized online platform that provides access to knowledge and information resources within an organization. Knowledge portals can be used to store and manage documents, share best practices and expertise, and facilitate collaboration and knowledge sharing.

Knowledge Management System (KMS): A knowledge management system is a software tool or platform that supports the management of knowledge within an organization. KMSs can range from simple document management systems to complex platforms that support knowledge creation, capture, sharing, and utilization. KMS can be used to store and manage documents, facilitate knowledge sharing, and provide access to relevant information and expertise.

Expertise Location: Expertise location refers to the process of identifying and locating individuals within an organization who possess specific expertise or knowledge. Expertise location can be facilitated through the use of knowledge management systems, communities of practice, and other tools and methods.

Collaborative Knowledge Management: Collaborative knowledge management refers to the process of managing knowledge through collaboration and shared ownership among individuals and teams within an organization. Collaborative knowledge management can help organizations to leverage the collective knowledge and expertise of their employees and promote more effective knowledge sharing and utilization.

Knowledge Governance: Knowledge governance refers to the policies, processes, and structures that are used to manage and govern knowledge within an organization. Knowledge governance helps to ensure that knowledge is created, captured, shared, and utilized in a way that supports the goals and objectives of the organization.

Learning Organization: A learning organization is an organization that is dedicated to continuous learning and improvement, and that leverages its collective knowledge and expertise to drive innovation and growth. A learning organization recognizes that knowledge is a valuable asset and is committed to managing and utilizing it effectively.

Social Knowledge Management: Social knowledge management refers to the use of social media, collaboration tools, and other technologies to support knowledge sharing and collaboration within an organization. Social knowledge management leverages the power of social networks and communities of practice to promote knowledge sharing and learning.

Knowledge Discovery: Knowledge discovery refers to the process of uncovering hidden or implicit knowledge within an organization. Knowledge discovery can be facilitated through data mining, text mining, and other analytical methods.

Knowledge Taxonomy: A knowledge taxonomy is a classification system that is used to organize and categorize knowledge assets within an organization. Knowledge taxonomies help to ensure that knowledge is easily accessible and searchable, and they also provide a basis for knowledge discovery and reuse.

Knowledge Maturity Model: A knowledge maturity model is a framework for evaluating the maturity and effectiveness of an organization's knowledge management practices. Knowledge maturity models provide a roadmap for organizations to follow as they work to improve their knowledge management capabilities and support continuous learning and improvement.

Knowledge Management Metrics: Knowledge management metrics are quantifiable measures that are used to assess the performance and effectiveness of knowledge management within an organization. Knowledge management metrics can include measures such as knowledge sharing, knowledge reuse, and the impact of knowledge management on performance and innovation.

Best Practices in Knowledge Management: Best practices in knowledge management refer to the proven and effective methods, techniques, and strategies that organizations can use to manage their knowledge and intellectual capital. Best practices in knowledge management can help organizations to improve their performance, drive innovation, and achieve their goals and objectives.