Knowledge Management Systems in Academic and Government Settings

And Content Generation Methods

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Forum for Information Professionals
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Outline

1. My Background
2. Definitions
3. Questions
4. Why does knowledge have to managed?
5. Literature Review
6. University of Alberta Libraries and Service Alberta KM Tools
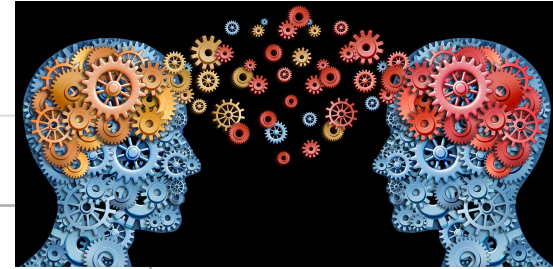7. Challenges
8. Future Direction

My Background

Education

UNIVERSITY OF ALBERTA
SCHOOL OF LIBRARY AND
INFORMATION STUDIES

?

KM

Work
Experience

Alberta Service Alberta

UNIVERSITY OF ALBERTA

2 | Definitions

Knowledge Management (KM)

- "It is the process of gathering **data**, **information** and **knowledge** created within an institution for the usage of the enterprise itself. (Semertzaki, 2011, p. 50)
- "KM is an ongoing process or cycle in an organization which starts with acquiring relevant knowledge resources and continues through their proper utilization." (Agarwal & Islam, 2014)

KM Perspectives

Human Resources Management: "knowledge can only be in the minds of people'

Librarians: 'Knowledge is in documents'

Information System Management: "knowledge management is Information management with the word *information* changed to *knowledge*'

Knowledge Engineers: 'knowledge is something which can be captured in computer applications
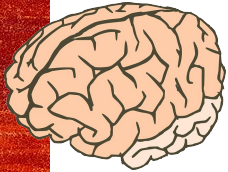
(Botha, Kourie, Snyman, 2008, p. 16-17)

7

"

Knowledge is of two kinds: We know a subject ourselves, or we know we can find information upon it. - Samuel Johnson

(Botha, Kourie, Snyman, 2008, p. 16)

Knowledge, Information, Data

Knowledge

Actionable Information

- Understanding;
- Learning;
- Practical experience
- Acquaintance or familiarity
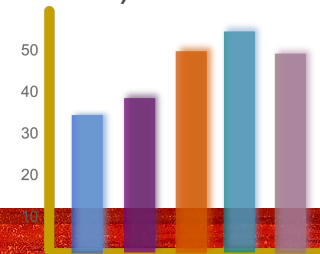- (Turban & Frenzel, 1992)

Information

Organized/analyzed data

- Data organized so is is meaningful to the receiver of information (Turban & Frenzel, 1992)

Data

Fact and figures

- numeric/alpha numeric strings with no meaning. (Turban & Frenzel, 1992)

(Botha, Kourie, Snyman, 2008, p. 15)

3   Questions

3 Questions

- How does the KM tools used at the University of Alberta Libraries (UAL) and Service Alberta (SA) map onto the KM cycle?
- What are the some of the challenges when implementing or maintaining KM?

4

Why does knowledge have to be managed?

Why does knowledge have to be managed?

- It transforms the stored knowledge and makes it a valuable source.
- It improves customer service and efficiency.
- It streamlines operations and reduces costs by eliminating redundant or unnecessary processes.
- It facilitates more informed decision-making.

5 | Literature Review

History of Knowledge Management

Knowledge management originated from:

- Information Management
- Quality Management
- Human Capital
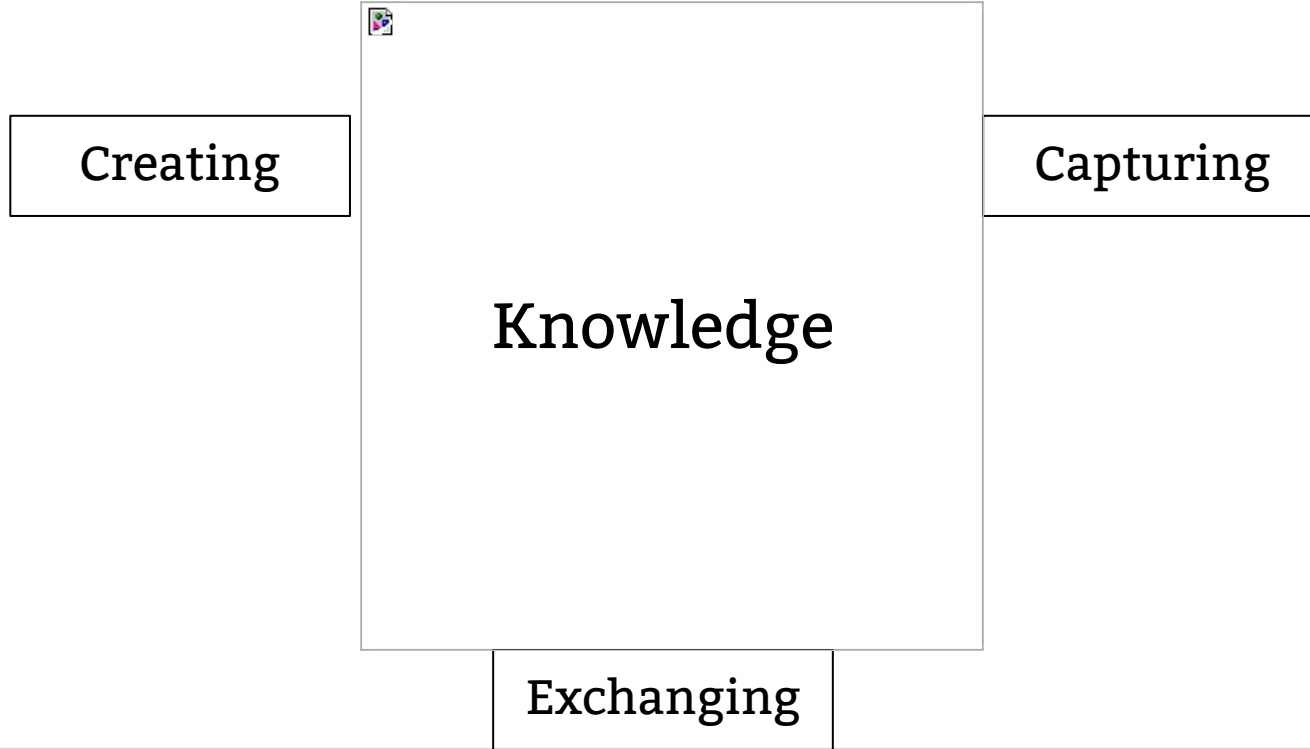
(Botha, Kourie, Snyman, 2008, p. 12)

Varieties of Knowledge

Tacit

- In one's head
- E.g. the experience of customers, and memories
- Others?

Explicit

- In the form of artefacts
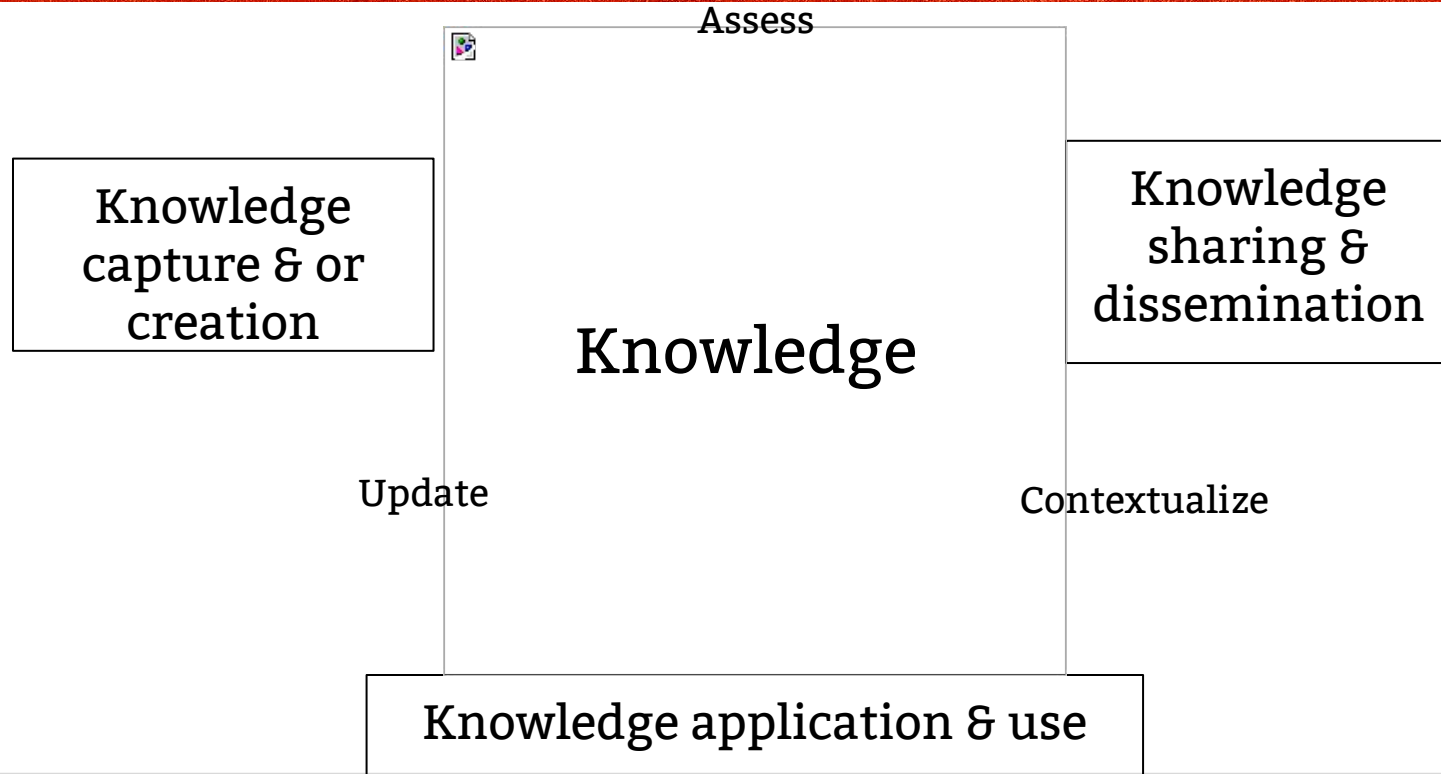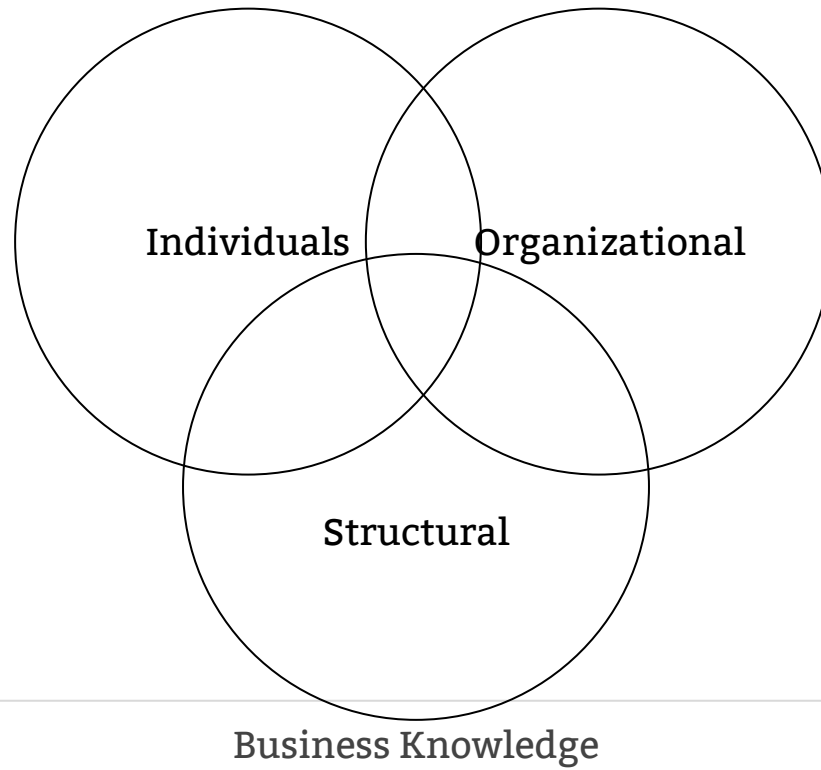- E.g. books, documents, databases, and policy manuals
- Others?

(Nonaka, 1991; Botha, Kourie, Snyman, 2008, p. 13)

Creating

Capturing

Knowledge

Exchanging

Organization learning process

(Adapted from Botha, Kourie, Snyman, 2008, p. 14)

Integrated KM Cycle

(Adapted from Dalkir, 2011; Agarwal & Islam, 2014)

(Adapted from Botha, Kourie, Snyman, 2008, p. 15)

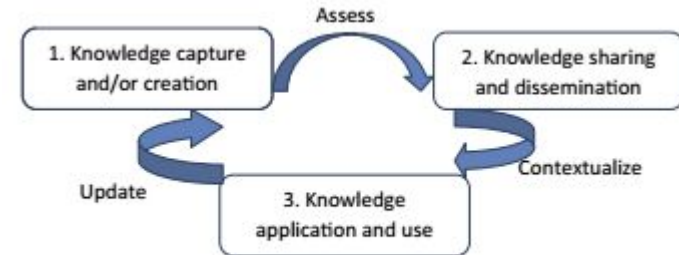# 6 UAL and Service Alberta KM Systems

Approach

Access how the University of Alberta Libraries Service Alberta use of knowledge management tools falls in the KM cycle phases:

- Creation and Capture
- Sharing and Dissemination
- Application and Use

Adapted from Dalkir (2011)

Source: Adapted from Dalkir (2011)

1. Creation and Capture by UAL

University of Alberta

Technology Tools

1. Google Drive
2. [Public Service Portal](#)

Non-IT Tool

1. Binder

2. Sharing and Dissemination by UAL

Technology Tools

1. Google Drive
2. UAlberta Gmail
   a. Personal
   b. Delegated
3. Chats
   a. Google Hangout
   b. LibraryH3lp
4. Social networking

Non-IT

1. "Collaborative physical workspace" (face-to-face)
2. "Community of practice"

(Agarwal & Islam, 2014, p. 335)

3. Application and Use by UAL

UNIVERSITY OF ALBERTA

Technology Tools

1. Event scheduling
   a. Google Calendar

Non-IT Tools

1. Workshops

Service Alberta - KM Background Info.

Utilizes a knowledge base software called **RightAnswers** (RA) - repository of "solutions"

- Required 'clean up' as solutions contain broken links, missing metadata, dated information, orphan documents

Work in Progress...

- Was only accessible to one ministry...<u>now</u> in the works for allowing all Government of Alberta ministries access.
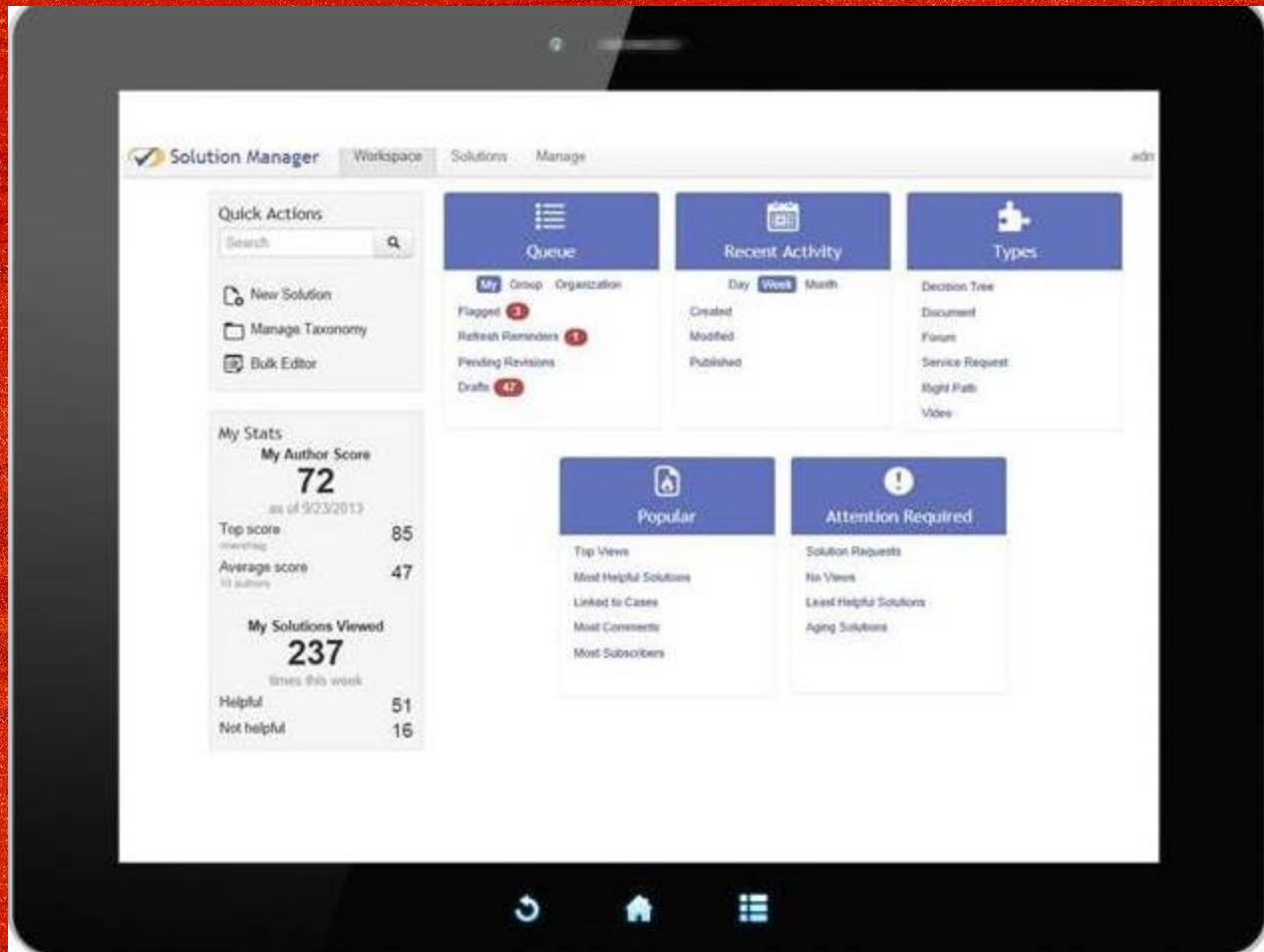- Was using RA7 <u>now</u> upgrading to RA9

What is a knowledge base?

"In KM, is a software or platform used to collect, organize, and facilitate access to information (usually generated by your employees)"~ (Forrestal, 2015, p.3)

"…a good knowledge base does not just act as a repository of information, documents and files, but adds functionality to help users organize and put that information in context, by connecting to related information or resources…"~ (Forrestal, 2015, p.3)

Preview Visibility

Properties

Status: Draft

Collection:

Language: English

Refresh Date: 06/08/2017

Author: tanya.nguyen

Workgroup: default

Search Boost: 1 - Lowest Boost

Knowledge Quality [Details]

25

Taxonomy [Add]

Attributes [Edit]

More Detail

Solution ID: 170131115506133
Created: 01/31/2017 11:55:06 AM
Last Modified: 01/31/2017 11:55:06 AM
Approver:
Views: 0
Voted Helpful: 0

Select Taxonomy

-GoA Information Technology   ↑ Up 1 level...   🏠 T

📁 Governance & Procedures

📁 Hardware Resolutions

📁 Software Resolutions

📁 _To Be Archived

Select Taxonomy

📁 **Governance & Procedures**   ↑ Up 1 level...   🏠 Top

📁 CIM - Corp Incident Management Procedures and Resources
📁 DMP - Desktop Management Procedures and Resources
📁 EUF - End-User Friendly for Self-Service
📁 ICT - ICT Client Portal
📁 KM - Knowledge Management Procedures and Resources
📁 SD - Service Desk Procedures and Resources
📁 WSP - Worksite Support Procedures and Resources

Select

📁 Desktop Applications
📁 GoA Procedures and Wo
📁 GoA Software Applicatio
📁 GoA Standards and Polic
📁 Graphics Applications
📁 HP Swivel Desk

Select Taxonomy

📁   ↑ Up 1 level...   🏠 Top

CIM - Corp Incident Management Procedures and Resources

Select

1. Creation and Capture by SA

Alberta ■ Service Alberta

Technology Tools

1. Microsoft SharePoint
2. Microsoft Visio

2. Sharing and Dissemination by SA Alberta ◼ Service Alberta

Technology Tools

- Chat
  - Lync
- Video conferencing

Non-IT

- "Collaborative physical workspace"

3. Application and Use by SA

Alberta ■ Service Alberta

Technology Tools

- Content management
  a. MS Sharepoint Server

Non-IT

- Taxonomy

7 | Challenges

Challenges

1. Information
   a. Current? Information needs?
2. Technology
   a. Costs?
3. People
4. Vendors

(Foy, 1998)

8   Future Directions

Automatic Content Generators

Meet Bob.
Bob is very competent.

Bob outperforms other people by generating one great knowledge article per hour.

Meet Bob's replacement.

Automated Content Generation Software

Bob's replacement generates millions of knowledge articles in the time it takes Bob to create just one, for a fraction of the cost.
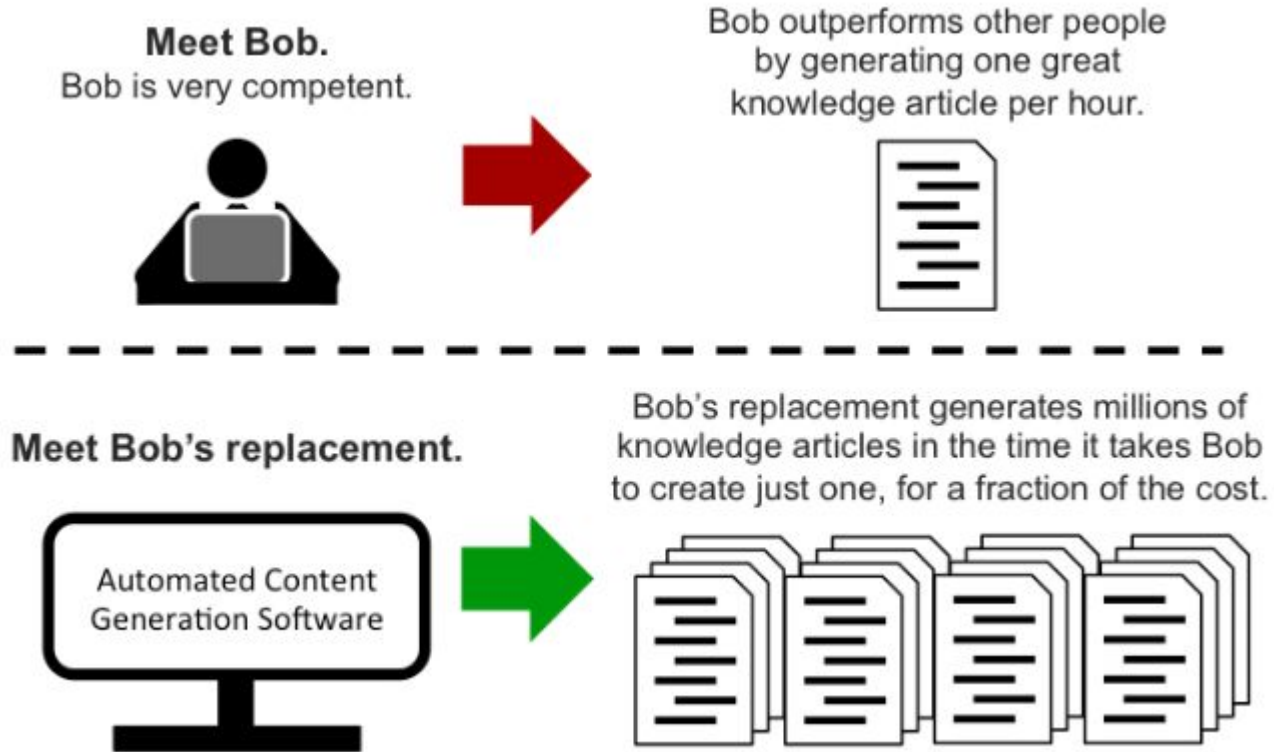
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Townley, C. T. (2001), "Knowledge management and academic libraries", College and Research Libraries, 62*(1)*, 44-55. Retrieved from http://login.ezproxy.library.ualberta.ca/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=lls&AN=502862509&site=eds-live&scope=site

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Thanks!

Any questions?

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Credits

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by SlidesCarnival
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