

Information Technology in Support of Knowledge Management Framework

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ABSTRACT: *Because of the rapid development of knowledge and information technology, business dynamics have become even more dynamic (IT). In order to deal with subsequent problems, businesses should incessantly innovate; otherwise, it would be very difficult for them to succeed in the market. Therefore, many companies have used IT to reduce production costs, introduce innovations in products and services, facilitate growth, create relationships, lock in customers and suppliers, and set up switching costs and raise entry barriers. In other words, IT would benefit from a corporation seeking to gain a competitive advantage. Furthermore, several studies have concluded that market value, such as information, comes mainly from intangible assets. Thus, as the new mainstream of manpower resources, knowledge workers will be able to replace clerical workers, a field in which IT development is the main force for change in the knowledge management system (KMS). Furthermore, this study discusses how to enhance the effectiveness and efficiency of implementing KMS through appropriate IT support.*

KEYWORDS: *Knowledge management, information technology, frame work, tool, development.*

INTRODUCTION

In recent years, the rapid growth of information technology (IT) has made it easier for employees, consumers, suppliers and stakeholders to collaborate in each of their business functions; moreover, cross-functional collaborations have become possible in product creation, marketing, distribution and customer service [1]. IT not only facilitates productive company processes, tasks and alliances in the workgroup, and successful business decision-making, but also transforms the way organizations perform. It is also clear that IT is a vital instrument for companies to gain a competitive edge and operational innovation.

Thanks to the IT revolution and Internet developments, the value of information assets has been greatly improved. Most organisations develop a knowledge management system to handle organizational learning and business know-how (KMS). The main objective of such a policy is to allow information workers to build, co-ordinate and make available critical business knowledge whenever and wherever it is necessary in companies. Facing a huge amount of data on a daily basis, companies only use IT to incorporate each division of different resources, such as intranet, data warehouse, electronic whiteboard, artificial intelligence and expert systems so that the jumbled business data is well-organized and more integrated [2].



Fig. 1 Knowledge Management Tool

The special framework of Citibank that identifies atypical spending trends in the use of credit cards is another case in point, thus being able to alert consumers to the potential loss or misuse of their cards. If such information-oriented technical assistance were not available, organisations would not have a clear concept of knowledge management (KM). In facilitating the expansion and universalization of the field of information and in increasing the speed of transferability, the highest value of IT to KM lies [3]. In addition, we are able to retrieve and store information in individuals or groups using IT, which makes it possible to share this knowledge with other departments of the same organization or business partners around the world. In addition, IT leads to knowledge integration or even to the stimulation of new knowledge.

REVIEW OF LITERATURE

Dalkir studied in his paper about the input of the knowledge management and also advocate about the further study and research work undertaken for the finding the prospectus of the knowledge management. Key them have used in this article are the knowledge as well as the knowledge management and both the term have been clearly defined in the article itself. Apart from these two terms, other terms those are frequently used with the knowledge management are intellectual capital .best practices, lesson learned as well as value addition in the process. These all term are also explain in the context of the knowledge management and also highlight the key stage that

have come during the implementation of the knowledge management in the production cycle or an service based organization [1].

Phelps, Corey et al revealed that a broad and increasing body of empirical studies shows that in understanding the mechanisms of knowledge formation, diffusion, diffusion, and usage, interpersonal interactions and the networks that such relationships represent are powerful. The scholars refer to such channels as networks of information [4]. By undertaking this study and study of empirical literature reported on this subject in order to flourish, psychology, psychology, and economics journals, they develop knowledge of information networks on different levels. The authors create a systematic structure that organizes the literature of the network systems, and they use it to analyze current empirical studies within and across various disciplines and study levels. In scientific constructs and empirical outcomes, they later identified of coherence and disagreement at and through levels and recognize emerging trends and potential areas for future study [5].

Nowacki, Robert et al tells about the goal of the research is to study the scope of creative communication of data. It uses the idea of eight knowledge management systems and defines in an organizational sense three different categories of developments in knowledge management. It aims to check the effects of such creative initiatives. The research analyzed four dimensions of organizational effectiveness: productivity of companies, sales, satisfaction of customers, and engagement of business partners. The study includes Poland's small, medium and large businesses. The key conclusion is that in the field of information management, the companies examined are little creative [6].

KNOWLEDGE MANAGEMENT AS A TOOL

Managers, consultants, IT professionals and customers believe that they have finally discovered what makes organizations work: knowledge—that invisible force that propels the most successful companies to stock market values which far exceed the visible assets of their financial balance sheet. Where does this knowledge come from? The financial balance sheet, based on such tangible assets as capital and equity, does not tell us [7]. Yet this is what stock market investors look for when they decide to raise the market value of a company—they invest in the specific knowhow of the company to produce future cash flows. At its simplest, the knowledge movement in organizational thinking is about refining rules of thumb used by investors into techniques and methodologies for the knowledge auditing of organizations.

This fresh view of companies should encourage investors to make their decisions in a more informed manner by relying on a sound, systematic basis. Moreover, managers should be helped to identify the real weaknesses and strengths of the organizations they run and set priorities so that they can grow [8]. The knowledge revolution has thus suggested placing knowledge on the balance sheet in the form of intangible assets that account for the intellectual resources of organizations.

These intangibles include: the competence of the employees; the internal structure of the companies, by virtue of their patents, their own models, principles and procedures, their administrative framework and IT infrastructure; their external structure, by virtue of their customer and supplier relationships, their brand names, logos, image and credibility [9].

Some companies, most famous Skandia, a Swedish financial services firm, have started to develop knowledge auditing methodologies and to publish an intellectual balance sheet. But there is more than this. With respect to earlier, more scientific approaches to knowledge, from western epistemology to artificial intelligence, the knowledge movement has brought the new awareness that organizational knowledge is something inherently fluid and elusive, so inextricably linked with humans that people very often take it away once they leave the place; something that defeats being captured by rules and formulas and that comes in many different shapes and forms, one form dynamically transmuting into another [10]. In particular, we have learned to distinguish between explicit knowledge and tacit knowledge.

CONCLUSION

As for information databases, in the sense of knowledge management, they can also be fruitfully re-thought as resources for sharing best practises and retaining the intellectual capital of organisations. Generally speaking, investment in IT seems to be inevitable in order to scale up information management programmers. A mixture of two factors is likely to be the best way of applying information technology to knowledge management: on the one hand, understanding of the limitations of information technology and the fact that any IT implementation would not accomplish much if it is not followed by a global cultural change towards knowledge values; on the other, the availability of information technology that has knowledge values.

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