ai for knowledge management

Revolutionizing Knowledge Management: The AI Advantage

The digital age has created an unprecedented deluge of information. Organizations grapple with managing this explosion of data, struggling to find, share, and leverage knowledge effectively. Traditional knowledge management (KM) systems often fall short, hampered by clunky interfaces, inefficient search functionalities, and an inability to adapt to the ever-changing needs of a dynamic workforce. This is where Artificial Intelligence (AI) steps in, offering a transformative solution that promises to revolutionize how organizations capture, organize, and utilize their most valuable asset: knowledge. This article delves deep into the application of AI in knowledge management, exploring its unique advantages and addressing key considerations for successful implementation.

The Unique Advantages of AI for Knowledge Management:

AI's ability to process and interpret vast amounts of data far surpasses human capabilities. This translates to significant advantages in the realm of knowledge management:

Enhanced Search and Retrieval: AI-powered search engines go beyond keyword matching. They utilize natural language processing (NLP) and machine learning (ML) to understand the intent behind a search query, delivering more relevant and accurate results even with ambiguous or complex requests. This dramatically reduces the time spent searching for information and improves knowledge worker productivity.

Automated Knowledge Organization and Tagging: Manually tagging and categorizing vast repositories of documents is time-consuming and error-prone. AI algorithms can automatically analyze documents, extracting key information and applying relevant tags and metadata with remarkable accuracy. This automated process ensures consistency and improves the discoverability of information.

Intelligent Content Creation and Summarization: AI can generate summaries of lengthy documents, create reports based on data analysis, and even draft initial versions of knowledge base articles. This frees up human knowledge managers to focus on higher-level tasks such as strategy and knowledge curation.

Personalized Knowledge Recommendations: AI algorithms can learn individual user preferences and deliver personalized recommendations for relevant articles, documents, and experts. This tailored approach ensures that employees receive the most pertinent information at the right time, boosting their efficiency and decision-making capabilities.

Predictive Analytics for Knowledge Gaps: By analyzing user search patterns and knowledge access trends, AI can identify gaps in existing knowledge repositories. This allows organizations to proactively address these gaps by creating new content, conducting training programs, or connecting employees with relevant experts.

Semantic Search: Understanding the Context

Traditional keyword-based search often falls short in finding information when the phrasing doesn't precisely match the document content. Semantic search, powered by AI and NLP, goes beyond simple keyword matching. It understands the meaning and context of search queries, allowing users to find relevant information even if they don't use the exact words found within the document. This results in a much more intuitive and efficient knowledge retrieval process. Consider the difference between searching for "customer complaint resolution" versus "handling unhappy clients." A semantic search engine would recognize the equivalence.

 (Replace "semantic_search_illustration.png" with an actual image illustrating the comparison)

Chatbots and Virtual Assistants: Democratizing Knowledge Access

AI-powered chatbots and virtual assistants are transforming knowledge access by providing immediate and personalized support. They can answer frequently asked questions, guide users to relevant resources, and even escalate complex issues to human experts. This 24/7 availability ensures that employees can access information whenever they need it, regardless of location or time zone. The implementation of intelligent chatbots significantly reduces the burden on human support teams, allowing them to focus on more intricate tasks.

 (Replace "chatbot_interaction.png" with an actual image)

Knowledge Graph: Connecting the Dots

A knowledge graph is a visual representation of interconnected concepts and entities within an organization's knowledge base. AI plays a crucial role in building and maintaining these graphs by automatically identifying relationships between different pieces of information. This structured approach enhances knowledge discovery and enables more complex queries that explore the relationships between different concepts. For example, a knowledge graph can show the relationship between a specific product, its specifications, related customer support articles, and relevant sales training materials.

Table 1: Comparing Traditional KM vs. AI-powered KM

Feature	Traditional KM	AI-powered KM
Search	Keyword-based, often inaccurate	Semantic search, highly accurate
Organization	Manual, time-consuming	Automated, efficient
Accessibility	Limited, often requires expertise	Enhanced, 24/7 availability via chatbots

| Personalization | Minimal | Highly personalized recommendations |
| Scalability | Difficult to scale | Easily scalable |

Conclusion:

AI is not merely an enhancement to knowledge management; it is a fundamental shift in how organizations approach knowledge creation, organization, and utilization. By leveraging the power of AI, organizations can unlock the true potential of their knowledge assets, driving innovation, improving decision-making, and fostering a more informed and empowered workforce. The successful implementation of AI in knowledge management requires careful planning, robust data management, and a clear understanding of organizational needs. However, the rewards – increased productivity, improved collaboration, and a more agile and responsive organization – are well worth the effort.

FAQs:

1. What are the potential challenges of implementing AI for knowledge management? Challenges include data quality issues, integration complexities with existing systems, the need for skilled personnel to manage and maintain AI systems, and addressing potential biases in AI algorithms.

1. How can I choose the right AI-powered KM solution for my organization? Consider your specific needs, the size and complexity of your knowledge base, your budget, and the level of technical expertise within your organization. A thorough needs assessment is crucial.

1. Is AI-powered KM suitable for all organizations? While AI-powered KM offers significant advantages, it's not a one-size-fits-all solution. Smaller organizations may find the investment prohibitive, while others might not have the data volume to justify the expense.

1. What role do human knowledge managers play in an AI-powered KM system? Human knowledge managers remain crucial. They are responsible for overseeing the AI systems, ensuring data quality, curating content, and addressing complex issues that AI cannot handle. They shift from managing knowledge directly to managing the AI systems that manage the knowledge.

1. How can I ensure ethical considerations are addressed when implementing AI in knowledge management? Pay close attention to data privacy, algorithmic bias, transparency in decision-making, and the potential impact on employees' jobs. Regular audits and ethical reviews are essential.

ai for knowledge management: *Knowledge Management* Irma Becerra-Fernandez, Rajiv Sabherwal, Richard Kumi, 2024-02-23 Knowledge Management: Systems and Processes in the AI Era, Third Edition, is aimed at students and managers who seek detailed insights into contemporary knowledge management (KM). It explains the concepts, theories, and technologies that provide the foundation for knowledge management; the systems and structures that constitute KM solutions; and the processes for developing, deploying, and evaluating these KM solutions. This book serves as a complete introduction to the subject of knowledge management, incorporating technical and social aspects, as well as concepts, practical examples, traditional KM approaches, and emerging topics. This third edition has been revised and expanded to include more coverage of emergent trends such as cloud computing, online communities, crowdsourcing, and artificial intelligence. Aimed at advanced undergraduate, postgraduate, and MBA students who are seeking a comprehensive perspective on knowledge management, Knowledge Management is also complemented by online support for lecturers including suggested solutions to the many review questions and application exercises contained within the book.

ai for knowledge management: *AI-empowered Knowledge Management* Soumi Majumder, Nilanjan Dey, 2022-02-23 This book is focused on AI-empowered knowledge management to improve processes, implementation of technology for providing easy access to knowledge and the impact of knowledge management to promote the platform for generation of new knowledge through continuous learning. The book discusses process of knowledge management which includes entirety of the creation, distribution, and maintenance of knowledge to achieve organizational objectives. It also covers knowledge management tools which enable and enhance knowledge creation, codification, and transfer within business firms thereby reducing the burden of work and allowing application of resources and effective usage towards practical tasks. An immense growth of artificial intelligence in business organizations has occurred and AI-empowered knowledge management practice is leading towards growth and development of the organization.

ai for knowledge management: Artificial Intelligence for Knowledge Management Eunika Mercier-Laurent, M. Özgür Kayalica, Mieczyslaw Lech Owoc, 2021-07-03 This book features a selection of extended papers presented at the 8th IFIP WG 12.6 International Workshop on Artificial Intelligence for Knowledge Management, AI4KM 2021, held in Yokohama, Japan, in January 2021, in the framework of the International Joint Conference on Artificial Intelligence, IJCAI 2020.* The 14 revised and extended papers presented together with an invited talk were carefully reviewed and selected for inclusion in this volume. They present new research and innovative aspects in the field of knowledge management and discuss methodological, technical and organizational aspects of artificial intelligence used for knowledge management. *The workshop was held virtually.

ai for knowledge management: Artificial Intelligence and Knowledge Management Akira Hanako, 2016-05-24 Artificial intelligence and knowledge management have transformed the process of knowledge circulation and database management in different business enterprises and corporate organizations. Some of the significant topics discussed in the chapters of this book are AI planning strategies and tools, AI tools for information processing, data mining, knowledge-based systems, etc. It explores the innovative concepts and advancements in these emerging fields. The book is an invaluable source of knowledge for students and researchers involved in this field at various levels.

ai for knowledge management: AI-Empowered Knowledge Management in Education Sayan Chakraborty,

ai for knowledge management: Using AI for Knowledge Management and Business Process Reengineering Rose Gamble, 1998

ai for knowledge management: *Knowledge Management for Leadership and Communication* Jon-Arild Johannessen, 2020-03-11 With the establishment of the innovation economy, the Fourth Industrial Revolution is becoming a reality. As this occurs, new forms of leadership arise, generated by the interaction between leadership functions and neurology. This innovative book asks the question: what are the key value creation processes in the innovation economy?

ai for knowledge management: Secure Knowledge Management In The Artificial Intelligence Era Ram Krishnan, H. Raghav Rao, Sanjay K. Sahay, Sagar Samtani, Ziming Zhao, 2022-02-22 This book constitutes the refereed proceedings of the 9th International Conference On Secure Knowledge Management In Artificial Intelligence Era, SKM 2021, held in San Antonio, TX, USA, in 2021. Due to the COVID-19 pandemic the conference was held online. The 11 papers presented were carefully reviewed and selected from 30 submissions. They were organized according to the following topical sections: intrusion and malware detection; secure knowledge management; deep learning for security; web and social network.

ai for knowledge management: AI-Empowered Knowledge Management in Education Sayan Chakraborty, Bitan Misra, Nilanjan Dey, 2024-06-22 This book explains basic ideas behind several methods used in artificial intelligence-based knowledge management techniques. It also shows how these techniques are applied in practical contexts in different education sectors. The book discusses AI-based knowledge management applications, AI-empowered knowledge management in primary and higher education, and technical and ethical challenges and opportunities.

ai for knowledge management: Knowledge Management and AI in Society 5.0 Manlio Del Giudice, Veronica Scuotto, Armando Papa, 2023 Society 5.0 points toward a human-centred approach by the use of modern, advanced technologies and artificial intelligence. This book explores and offers an overview of knowledge management embraced in the current scenario of Society 5.0, shedding light on its importance in a society that is increasingly digital and interconnected. The book enhances current managerial and economic research by offering the human side of knowledge management (KM) intertwined with the use of artificial intelligences (AIs). Each chapter explores KM from different perspectives, including entrepreneurship, innovation, marketing, and strategy, in a theoretical and practical way. They include insights from both practitioners and scholars, enriched by practical tools that can be used during laboratories, workshops and tutorials. The book presents evidence on how to manage KM and develop new knowledge in different subjects, with the aim of overcoming conventional KM strategy and show how business and society are connected with power of subjective human knowledge creation. Offering both new insights, research and practical guidance, this book will appeal to academics and students of knowledge management as well as digital transformation practitioners looking for ways to transition their organizations from knowledge economy to digital economy--

ai for knowledge management: Knowledge Management in Practice Anthony J. Rhem, 2016-08-19 This evidence-based book provides the framework and guidelines that professionals need for working with the contemporary explosion of data that is creating opportunities and challenges to all phases of our society and commerce. –Larry R. Medsker, Research Professor in Physics and Data Science, The George Washington University Knowledge Management in Practice is a resource on how knowledge management (KM) is implemented. It provides specific KM methods, tips, techniques, and best practices to gain competitive advantage and the most from investing in KM. It examines how KM is leveraged by first responders, the military, healthcare providers, insurance and financial services companies, legal firms, human resources departments, merger and acquisition (M&A) firms, and research institutions. Essential KM concepts are explored not only from a foundational perspective but also from a practical application. These concepts include capturing and

codifying tacit and explicit knowledge, KM methods, information architecture, search, KM and social media, KM and Big Data, and the adoption of KM. Readers can visit the book's companion website, KM Mentor (www.KMMentor.com), where they can access: Presentations by industry leaders on a variety of topics KM templates and instruction on executing KM strategy, performing knowledge transfer, and KM assessments and audits KM program and project implementation guidance Insights and reviews on KM tools Guidance on implementing and executing various KM Methods Specialized KM publications A private secure collaboration community for members to discuss ideas and get expert answers and advice

ai for knowledge management: Digital Technology Advancements in Knowledge Management Gyamfi, Albert, Williams, Idongesit, 2021-06-18 Knowledge management has always been about the process of creating, sharing, using, and applying knowledge within and between organizations. Before the advent of information systems, knowledge management processes were manual or offline. However, the emergence and eventual evolution of information systems created the possibility for the gradual but slow automation of knowledge management processes. These digital technologies enable data capture, data storage, data mining, data analytics, and data visualization. The value provided by such technologies is enhanced and distributed to organizations as well as customers using the digital technologies that enable interconnectivity. Today, the fine line between the technologies enabling the technology-driven external pressures and data-driven internal organizational pressures is blurred. Therefore, how technologies are combined to facilitate knowledge management processes is becoming less standardized. This results in the question of how the current advancement in digital technologies affects knowledge management processes both within and outside organizations. Digital Technology Advancements in Knowledge Management addresses how various new and emerging digital technologies can support knowledge management processes within organizations or outside organizations. Case studies and practical tips based on research on the emerging possibilities for knowledge management using these technologies is discussed within the chapters of this book. It both builds on the available literature in the field of knowledge management while providing for further research opportunities in this dynamic field. This book highlights topics such as human-robot interaction, big data analytics, software development, keyword extraction, and artificial intelligence and is ideal for technology developers, academics, researchers, managers, practitioners, stakeholders, and students who are interested in the adoption and implementation of new digital technologies for knowledge creation, sharing, aggregation, and storage.

ai for knowledge management: Understanding, Implementing, and Evaluating Knowledge Management in Business Settings Merlo, Tereza Raquel, 2022-06-24 Although there are numerous publications in the field of knowledge management (KM), there are still gaps in the literature regarding the aspects of KM that reflect new technology adoption and a deeper analysis discussing the interlinked process between KM and data analytics in business process improvement. It is essential for business leaders to understand the role and responsibilities of leaders for the adoption and consolidation of a KM system that is effective and profitable. Understanding, Implementing, and Evaluating Knowledge Management in Business Settings provides a comprehensive approach to KM concepts and practices in corporations and business organizations. Covering topics such as information overload, knowledge sharing adoption, and collective wisdom, this premier reference source is a comprehensive and essential resource for business executives, managers, IT specialists and consultants, libraries, students, entrepreneurs, researchers, and academicians.

ai for knowledge management: The AI Advantage Thomas H. Davenport, 2019-08-06 Cutting through the hype, a practical guide to using artificial intelligence for business benefits and competitive advantage. In The AI Advantage, Thomas Davenport offers a guide to using artificial intelligence in business. He describes what technologies are available and how companies can use them for business benefits and competitive advantage. He cuts through the hype of the AI craze—remember when it seemed plausible that IBM's Watson could cure cancer?—to explain how businesses can put artificial intelligence to work now, in the real world. His key recommendation:

don't go for the “moonshot” (curing cancer, or synthesizing all investment knowledge); look for the “low-hanging fruit” to make your company more efficient. Davenport explains that the business value AI offers is solid rather than sexy or splashy. AI will improve products and processes and make decisions better informed—important but largely invisible tasks. AI technologies won't replace human workers but augment their capabilities, with smart machines to work alongside smart people. AI can automate structured and repetitive work; provide extensive analysis of data through machine learning (“analytics on steroids”), and engage with customers and employees via chatbots and intelligent agents. Companies should experiment with these technologies and develop their own expertise. Davenport describes the major AI technologies and explains how they are being used, reports on the AI work done by large commercial enterprises like Amazon and Google, and outlines strategies and steps to becoming a cognitive corporation. This book provides an invaluable guide to the real-world future of business AI. A book in the Management on the Cutting Edge series, published in cooperation with MIT Sloan Management Review.

ai for knowledge management: Artificial Intelligence in Society OECD, 2019-06-11 The artificial intelligence (AI) landscape has evolved significantly from 1950 when Alan Turing first posed the question of whether machines can think. Today, AI is transforming societies and economies. It promises to generate productivity gains, improve well-being and help address global challenges, such as climate change, resource scarcity and health crises.

ai for knowledge management: Artificial Intelligence for Knowledge Management Eunika Mercier-Laurent, Danielle Boulanger, 2019-09-11 This book features a selection of extended papers presented at the 5th IFIP WG 12.6 International Workshop on Artificial Intelligence for Knowledge Management, AI4KM 2017, held in Melbourne, VIC, Australia, in August 2017, in the framework of the International Joint Conference on Artificial Intelligence, IJCAI 2017. The 11 revised and extended papers were carefully reviewed and selected for inclusion in this volume. They present new research and innovative aspects in the field of knowledge management such as machine learning, knowledge models, KM and Web, knowledge capturing and learning, and KM and AI intersections.

ai for knowledge management: Knowledge Management, Innovation, and Entrepreneurship in a Changing World Jennex, Murray Eugene, 2020-03-27 In today’s world of business, gaining an advantage of competitors is a focal point for organizations and a driving force in the economy. New practices are being studied and implemented constantly by rivaling companies. Many industries have begun putting emphasis on intensive knowledge practices, with the belief that implementing cutting-edge learning practices will fuel research and innovation within the company. Understanding this dynamic method of management is critical for managers and executives who wish to propel the success of their organizations. Knowledge Management, Innovation, and Entrepreneurship in a Changing World is a collection of pioneering research on the methods of gaining organizational advantages based on knowledge innovation and management. While highlighting topics including human-robot teaming, organizational learning, and e-collaboration, this book will explore the sustainable links between knowledge management influences and organizational capability. This book is ideally designed for managers, strategists, economists, policymakers, entrepreneurs, business professionals, researchers, students, and academics seeking research on recent trends in innovative economics and business technologies.

ai for knowledge management: Knowledge Management and AI in Society 5.0 Manlio Del Giudice, Veronica Scuotto, Armando Papa, 2023-03-10 Society 5.0 points toward a human-centred approach by the use of modern, advanced technologies and artificial intelligence. This book explores and offers an overview of knowledge management embraced in the current scenario of Society 5.0, shedding light on its importance in a society that is increasingly digital and interconnected. The book enhances current managerial and economic research by offering the “human” side of knowledge management (KM) intertwined with the use of artificial intelligences (AIs). Each chapter explores KM from different perspectives, including entrepreneurship, innovation, marketing, and strategy, in a theoretical and practical way. They include insights from both practitioners and scholars, enriched by practical tools that can be used during laboratories, workshops and tutorials.

The book presents evidence on how to manage KM and develop new knowledge in different subjects, with the aim of overcoming conventional KM strategy and show how business and society are connected with “power of subjective human knowledge creation”. Offering both new insights, research and practical guidance, this book will appeal to academics and students of knowledge management as well as digital transformation practitioners looking for ways to transition their organizations from knowledge economy to digital economy.

ai for knowledge management: *Artificial Intelligence for Knowledge Management* Eunika Mercier-Laurent, Danielle Boulanger, 2019 This book features a selection of extended papers presented at the 5th IFIP WG 12.6 International Workshop on Artificial Intelligence for Knowledge Management, AI4KM 2017, held in Melbourne, VIC, Australia, in August 2017, in the framework of the International Joint Conference on Artificial Intelligence, IJCAI 2017. The 11 revised and extended papers were carefully reviewed and selected for inclusion in this volume. They present new research and innovative aspects in the field of knowledge management such as machine learning, knowledge models, KM and Web, knowledge capturing and learning, and KM and AI intersections.

ai for knowledge management: Working Knowledge Thomas H. Davenport, Laurence Prusak, 2000-04-26 This influential book establishes the enduring vocabulary and concepts in the burgeoning field of knowledge management. It serves as the hands-on resource of choice for companies that recognize knowledge as the only sustainable source of competitive advantage going forward. Drawing from their work with more than thirty knowledge-rich firms, Davenport and Prusak--experienced consultants with a track record of success--examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate wisdom into market value. They categorize knowledge work into four sequential activities--accessing, generating, embedding, and transferring--and look at the key skills, techniques, and processes of each. While they present a practical approach to cataloging and storing knowledge so that employees can easily leverage it throughout the firm, the authors caution readers on the limits of communications and information technology in managing intellectual capital.

ai for knowledge management: Knowledge Management and Virtual Organizations Yogesh Malhotra, 2000-01-01 Annotation Twenty essays present current research on knowledge management as related to effective design of new organization forms. The first section of the book covers frameworks, models, analyses, case studies and research on the integration of knowledge management within virtual organizations, virtual teams and virtual communities of practice. Themes covered in this section include business model innovation; design of virtual organization forms; net-based models; techniques for enabling knowledge capture, sharing and transfer; and collaboration and competition at intra- and inter-organizational levels. The focus of the second half is on key success factors that are important for realizing virtual models of business transformation. Topics include the role of organizational control systems, the role of internal and external employees and customers in creation of organizational knowledge, and information quality issues. Annotation c. Book News, Inc., Portland, OR (booknews.com).

ai for knowledge management: A Research Agenda for Knowledge Management and Analytics Jay Liebowitz, 2021-01-29 Leveraging the knowledge gained from Knowledge Management and from the growing fields of Analytics and Artificial Intelligence (AI), this Research Agenda highlights the research gaps, issues, applications, challenges and opportunities related to Knowledge Management (KM). Exploring synergies between KM and emerging technologies, leading international scholars and practitioners examine KM from a multidisciplinary perspective, demonstrating the ways in which knowledge sharing worldwide can be enhanced in order to better society and improve organisational performance.

ai for knowledge management: Lean AI Lomit Patel, 2020-01-30 How can startups successfully scale customer acquisition and revenue growth with a Lean team? Out-of-the-box acquisition solutions from Facebook, Google, and others provide a good start, but the companies that can tailor those solutions to meet their specific needs, objectives, and goals will come out winners. But that hasn’t been an easy task—until now. With this practical book, author Lomit Patel

shows you how to use AI and automation to provide an operational layer atop those acquisition solutions to deliver amazing results for your company. You'll learn how to adapt, customize, and personalize cross-channel user journeys to help your company attract and retain customers—to usher in the new age of Autonomous Marketing. Learn how AI and automation can support the customer acquisition efforts of a Lean Startup Dive into Customer Acquisition 3.0, an initiative for gaining and retaining customers Explore ways to use AI for marketing purposes Understand the key metrics for determining the growth of your startup Determine the right strategy to foster user acquisition in your company Manage the increased complexity and risk inherent in AI projects

ai for knowledge management: Semantic Systems. The Power of AI and Knowledge Graphs Maribel Acosta, Philippe Cudré-Mauroux, Maria Maleshkova, Tassilo Pellegrini, Harald Sack, York Sure-Vetter, 2019-11-04 This open access book constitutes the refereed proceedings of the 15th International Conference on Semantic Systems, SEMANTiCS 2019, held in Karlsruhe, Germany, in September 2019. The 20 full papers and 8 short papers presented in this volume were carefully reviewed and selected from 88 submissions. They cover topics such as: web semantics and linked (open) data; machine learning and deep learning techniques; semantic information management and knowledge integration; terminology, thesaurus and ontology management; data mining and knowledge discovery; semantics in blockchain and distributed ledger technologies.

ai for knowledge management: Successes and Failures of Knowledge Management Jay Liebowitz, 2016-06-17 Successes and Failures of Knowledge Management highlights examples from across multiple industries, demonstrating where the practice has been implemented well—and not so well—so others can learn from these cases during their knowledge management journey. Knowledge management deals with how best to leverage knowledge both internally and externally in organizations to improve decision-making and facilitate knowledge capture and sharing. It is a critical part of an organization's fabric, and can be used to increase innovation, improve organizational internal and external effectiveness, build the institutional memory, and enhance organizational agility. Starting by establishing KM processes, measures, and metrics, the book highlights ways to be successful in knowledge management institutionalization through learning from sample mistakes and successes. Whether an organization is already implementing KM or has been reluctant to do so, the ideas presented will stimulate the application of knowledge management as part of a human capital strategy in any organization. - Provides keen insights for knowledge management practitioners and educators - Conveys KM lessons learned through both successes and failures - Includes straightforward, jargon-free case studies and research developed by the leading KM researchers and practitioners across industries

ai for knowledge management: Concepts and Advances in Information Knowledge Management Kelvin Joseph Bwalya, Nathan Mwakoshi Mnjama, Peter Mazebe II Mothataesi Sebina, 2014-04-11 Effective information and knowledge resource management is a driver of competiveness. Many developing countries have put mechanisms in place that seek to match knowledge-based economies, where information has become the fuel for responsiveness, innovation, and competition. Concepts and Advances in Information Knowledge Management brings out emerging and current discussion from the sub-fields of information management in this environment. This title consists of sections on key aspects of information knowledge management and addresses knowledge management, library studies, archives and records management, and information systems. - Presents research aimed at harmonizing theory and practice of general information management paradigms - Gives insight into the place of archives, records management, and information technology impacting socio-economic value chains - Disseminates theoretical and applied models, and information management system architecture emerging from cloud computing and retrieval systems

ai for knowledge management: *Knowledge Management Case Book* Thomas H. Davenport, Gilbert J. B. Probst, 2000-12-27 With a Foreword by Dr. Heinrich von Pierer President and CEO of Siemens AG While theoretical perspectives on knowledge management abound, there is clearly a lack of shared practical applications and experiences. This book provides a perspective on

knowledge management at Siemens - an internationally recognised benchmark. Tom Davenport and Gilbert Probst bring together instructive case studies from different areas of this major transnational corporation that reflect the rich insights gained from years of experience in practising knowledge management. The Knowledge Management Case Book provides a comprehensive account of how organisational knowledge assets can be managed effectively. Specific emphasis is given to the development of generic lessons that can be learned from Siemens' experience. The book also offers a roadmap to building a 'mature knowledge enterprise', thereby enhancing our understanding of the steps that need to be taken in order to sustain competitive dominance in the knowledge economy.

ai for knowledge management: A Knowledge Representation Practionary Michael K. Bergman, 2018-12-12 This major work on knowledge representation is based on the writings of Charles S. Peirce, a logician, scientist, and philosopher of the first rank at the beginning of the 20th century. This book follows Peirce's practical guidelines and universal categories in a structured approach to knowledge representation that captures differences in events, entities, relations, attributes, types, and concepts. Besides the ability to capture meaning and context, the Peircean approach is also well-suited to machine learning and knowledge-based artificial intelligence. Peirce is a founder of pragmatism, the uniquely American philosophy. Knowledge representation is shorthand for how to represent human symbolic information and knowledge to computers to solve complex questions. KR applications range from semantic technologies and knowledge management and machine learning to information integration, data interoperability, and natural language understanding. Knowledge representation is an essential foundation for knowledge-based AI. This book is structured into five parts. The first and last parts are bookends that first set the context and background and conclude with practical applications. The three main parts that are the meat of the approach first address the terminologies and grammar of knowledge representation, then building blocks for KR systems, and then design, build, test, and best practices in putting a system together. Throughout, the book refers to and leverages the open source KBpedia knowledge graph and its public knowledge bases, including Wikipedia and Wikidata. KBpedia is a ready baseline for users to bridge from and expand for their own domain needs and applications. It is built from the ground up to reflect Peircean principles. This book is one of timeless, practical guidelines for how to think about KR and to design knowledge management (KM) systems. The book is grounded bedrock for enterprise information and knowledge managers who are contemplating a new knowledge initiative. This book is an essential addition to theory and practice for KR and semantic technology and AI researchers and practitioners, who will benefit from Peirce's profound understanding of meaning and context.

ai for knowledge management: UML for Developing Knowledge Management Systems Anthony J. Rhem, 2005-11-21 UML for Developing Knowledge Management Systems provides knowledge engineers the framework in which to identify types of knowledge and where this knowledge exists in an organization. It also shows ways in which to use a standard recognized notation to capture, or model, knowledge to be used in a knowledge management system (KMS). This volume

ai for knowledge management: *The Complete Idiot's Guide to Knowledge Management* Melissie Clemmons Rumizen, 2002 Discusses management models and concepts, strategies for sharing knowledge, and ways to implement the concept within a company.

ai for knowledge management: Human + Machine Paul R. Daugherty, H. James Wilson, 2018-03-20 AI is radically transforming business. Are you ready? Look around you. Artificial intelligence is no longer just a futuristic notion. It's here right now--in software that senses what we need, supply chains that think in real time, and robots that respond to changes in their environment. Twenty-first-century pioneer companies are already using AI to innovate and grow fast. The bottom line is this: Businesses that understand how to harness AI can surge ahead. Those that neglect it will fall behind. Which side are you on? In Human + Machine, Accenture leaders Paul R. Daugherty and H. James (Jim) Wilson show that the essence of the AI paradigm shift is the transformation of all business processes within an organization--whether related to breakthrough innovation, everyday

customer service, or personal productivity habits. As humans and smart machines collaborate ever more closely, work processes become more fluid and adaptive, enabling companies to change them on the fly--or to completely reimagine them. AI is changing all the rules of how companies operate. Based on the authors' experience and research with 1,500 organizations, the book reveals how companies are using the new rules of AI to leap ahead on innovation and profitability, as well as what you can do to achieve similar results. It describes six entirely new types of hybrid human + machine roles that every company must develop, and it includes a leader's guide with the five crucial principles required to become an AI-fueled business. Human + Machine provides the missing and much-needed management playbook for success in our new age of AI. BOOK PROCEEDS FOR THE AI GENERATION The authors' goal in publishing Human + Machine is to help executives, workers, students and others navigate the changes that AI is making to business and the economy. They believe AI will bring innovations that truly improve the way the world works and lives. However, AI will cause disruption, and many people will need education, training and support to prepare for the newly created jobs. To support this need, the authors are donating the royalties received from the sale of this book to fund education and retraining programs focused on developing fusion skills for the age of artificial intelligence.

ai for knowledge management: The Executive Guide to Artificial Intelligence Andrew Burgess, 2017-11-15 This book takes a pragmatic and hype–free approach to explaining artificial intelligence and how it can be utilised by businesses today. At the core of the book is a framework, developed by the author, which describes in non–technical language the eight core capabilities of Artificial Intelligence (AI). Each of these capabilities, ranging from image recognition, through natural language processing, to prediction, is explained using real–life examples and how they can be applied in a business environment. It will include interviews with executives who have successfully implemented AI as well as CEOs from AI vendors and consultancies. AI is one of the most talked about technologies in business today. It has the ability to deliver step–change benefits to organisations and enables forward–thinking CEOs to rethink their business models or create completely new businesses. But most of the real value of AI is hidden behind marketing hyperbole, confusing terminology, inflated expectations and dire warnings of 'robot overlords'. Any business executive that wants to know how to exploit AI in their business today is left confused and frustrated. As an advisor in Artificial Intelligence, Andrew Burgess regularly comes face–to–face with business executives who are struggling to cut through the hype that surrounds AI. The knowledge and experience he has gained in advising them, as well as working as a strategic advisor to AI vendors and consultancies, has provided him with the skills to help business executives understand what AI is and how they can exploit its many benefits. Through the distilled knowledge included in this book business leaders will be able to take full advantage of this most disruptive of technologies and create substantial competitive advantage for their companies.

ai for knowledge management: *Knowledge Management* Herwig Rollett, 2003-03-31 Part I Background: Two Complementary Views; Lessons Learned from PastProjects. Part II Processes: Knowledge Planning; Creating Knowledge; Integrating Knowledge; Organizing Knowledge; Transferring Knowledge; Maintaining Knowledge; Assessing Knowledge. Part III Technologies: Communication; Collaboration; Content Creation; Content Management; Adaptation; eLearning; Personal Tools; Artificial Intelligence; Networking; Standards; Hardware.

ai for knowledge management: The Future of High-Skilled Workers Ingrid Kofler, Elisa Innerhofer, Anja Marcher, Mirjam Gruber, Harald Pechlaner, 2020-06-27 The nature of work is changing, due to demographic shifts, globalization, and digitization. Regional local labor markets are in global competition for (highly) qualified and specialized workers. At the same time, the workforce's desire for flexibility and the increasing speed at which skill requirements are changing are producing disparities at the spatial, social, and economic levels. This book discusses the global and local drivers behind these developments. It explores the factors which cause global inequalities between urban and rural areas, and highlights how cities, regions and countries attract these sought-after employees to address skills shortages. The book includes an in-depth case study on

high-skilled workers in South Tyrol, Italy. No single academic discipline can adequately capture the dynamics of the future labor market, and the authors therefore take an interdisciplinary approach, combining insights from different disciplines. This book will be a valuable resource for policymakers, students and researchers seeking to understand the driving forces behind the ever-changing labor market and the future of high-skilled work.

ai for knowledge management: Management by Design Daniel W. Rasmus, 2010-10-01 A revealing look at work environments that lead to greater loyalty and an increase in productivity Exploring the premise that the best way to attract and retain people, and their knowledge, will come from designing environments that turn today's increasingly virtual workplace into an attractive place for people to spend their time, Management by Design: Applying Design Principles to the Work Experience shows how the principles of design can be successfully applies to the work experience, making it a rewarding and productive. Reveals why the application of design to the workplace experience can improve the employee/employer relationship Why increased morale and employee loyalty start with a great work environment Explains why it is more important than ever to manage work experiences, especially with the projected work shortages in the coming decades Other titles by Rasmus: Listening to the Future: Why It's Everybody's Business This innovative book helps managers and executives connect the dots between employee retention, positive brand expression, and lasting stories that reflect well on an organization.

ai for knowledge management: Organizational Intelligence and Knowledge Analytics Brian T. McBreen, John Silson, Denise Bedford, 2022-01-18 Organizational Intelligence and Knowledge Analytics expands the traditional intelligence life cycle to a new framework - Design-Analyze-Automate-Accelerate - and clearly lays out the alignments between knowledge capital and intelligence strategies.

ai for knowledge management: *Knowledge Engineering and Management* Guus Schreiber, 2000 The disciplines of knowledge engineering and knowledge management are closely tied. Knowledge engineering deals with the development of information systems in which knowledge and reasoning play pivotal roles. Knowledge management, a newly developed field at the intersection of computer science and management, deals with knowledge as a key resource in modern organizations. Managing knowledge within an organization is inconceivable without the use of advanced information systems; the design and implementation of such systems pose great organization as well as technical challenges.

ai for knowledge management: AI Knowledge Transfer from the University to Society José Guadix Martín, Milica Lilic, Marina Rosales Martínez, 2024-10-04 This book brings together examples from the Innovative Ecosystem with Artificial Intelligence for Andalusia 2025 project at the University of Seville, a series of sub-projects composed of research groups and different institutions or companies which explore AI in a variety of high-impact sectors, to lead innovation and assist in decision-making.

ai for knowledge management: Sharing Expertise Mark S. Ackerman, Volkmar Pipek, Volker Wulf, 2003 The field of knowledge management focuses on how organizations can most effectively store, manage, retrieve, and enlarge their intellectual properties. The repository view of knowledge management emphasizes the gathering, providing, and filtering of explicit knowledge. The information in a repository has the advantage of being easily transferable and reusable. But it is not easy to use decontextualized information, and users often need access to human experts. This book describes a more recent approach to knowledge management, which the authors call expertise sharing. Expertise sharing emphasizes the human aspects -- cognitive, social, cultural, and organizational -- of knowledge management, in addition to information storage and retrieval. Rather than focusing on the management level of an organization, expertise sharing focuses on the self-organized activities of the organization's members. The book addresses the concerns of both researchers and practitioners, describing current literature and research as well as offering information on implementing systems. It consists of three parts: an introduction to knowledge sharing in large organizations; empirical studies of expertise sharing in different types of settings;

and detailed descriptions of computer systems that can route queries, assemble people and work, and augment naturally occurring social networks within organizations.

ai for knowledge management: AI-Driven Intelligent Models for Business Excellence Samala Nagaraj, Korupalli V. Rajesh Kumar, 2022 As digital technology is taking the world in a revolutionary way and business related aspects are getting smarter this book is a potential research source on the Artificial Intelligence-based Business Applications and Intelligence--

Additional Resources

OpenAI
May 21, 2025 · ChatGPT for business just got better—with connectors to internal tools, MCP support, record mode & SSO to Team, and flexible pricing for Enterprise. We believe our …

What is AI - DeepAI
What is AI, and how does it enable machines to perform tasks requiring human intelligence, like speech recognition and decision-making? AI learns and adapts through new data, integrating …

Artificial intelligence - Wikipedia
Artificial intelligence (AI) is the capability of computational systems to perform tasks typically associated with human intelligence, such as learning, reasoning, problem-solving, perception, …

ISO - What is artificial intelligence (AI)?
AI spans a wide spectrum of capabilities, but essentially, it falls into two broad categories: weak AI and strong AI. Weak AI, often referred to as artificial narrow intelligence (ANI) or narrow AI, …

Artificial intelligence (AI) | Definition, Examples, Types ...
4 days ago · Artificial intelligence is the ability of a computer or computer-controlled robot to perform tasks that are commonly associated with the intellectual processes characteristic of …

Google AI - How we're making AI helpful for everyone
Discover how Google AI is committed to enriching knowledge, solving complex challenges and helping people grow by building useful AI tools and technologies.

What Is Artificial Intelligence? Definition, Uses, and Types
May 23, 2025 · Artificial intelligence (AI) is the theory and development of computer systems capable of performing tasks that historically required human intelligence, such as recognizing …

What is artificial intelligence (AI)? - IBM
Artificial intelligence (AI) is technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision-making, creativity and autonomy.

What is Artificial Intelligence (AI)? - GeeksforGeeks
Apr 22, 2025 · Narrow AI (Weak AI): This type of AI is designed to perform a specific task or a narrow set of tasks, such as voice assistants or recommendation systems. It excels in one

…

Machine learning and generative AI: What are they good for in ...
Jun 2, 2025 · What is generative AI? Generative AI is a newer type of machine learning that can create new content — including text, images, or videos — based on large datasets. Large …

Accelerating Innovation with Generative AI: AI- augmented …
Easy-to-use generative Artificial Intelligence (AI) is democratizing the use of AI in innovation management and may significantly change the way how we work and innovate. In this article, …

Artificial Intelligence in Knowledge Management: Overview …
May 6, 2025 · 1.2 Core Feature & Use Cases of AI Knowledge Management . AI-driven knowledge management (KM) platforms integrate advanced technologies to enhance …

AI based Knowledge Management in Industry - d-fine
AI based Knowledge Management in Industry analytical. quantitative. tech. Nov 2023 Efficient information retrieval with Large Language Models

ARTIFICIAL INTELLIGENCE AND KNOWLEDGE …
body and the paper of the AI in his incessant search of automation of man (mind and body) (item 2), right away we are going to show an join between AI and Knowledge Management (item 3), …

Leveraging Generative AI for Knowledge Management in …
• The Implementation of the Generative Artificial Intelligence in Knowledge Management Knowledge Management is enhanced in TSMO with the implementation of Generative AI. In …

Responsible Management for AI-augmented Knowledge: A …
knowledge management process that shapes and was shaped by the interdependent interactions among ecosystem actors. The preliminary findings in this study contribute to responsible AI …

Coupling NLP for Intelligent Knowledge Management in
knowledge management, AI repositories that continuously learn, and decision intelligence driven by AI. This serves as a constructive and precise plan for organizations that wish to evolve from

TSC Utilizes Latest AI Knowledge Management to Outpace …
possible. That’s what AI Knowledge Management can do for you.” Implementing AI Knowledge Management means that TSC’s customers are going to receive better service far beyond what …

Conversational Assistants in Knowledge-Intensive Contexts: …
knowledge management. CCS Concepts: • Human-centered computing → Empirical studies in HCI; Interactive systems and tools; Natural language interfaces. Additional Key Words and …

The mediating role of knowledge management processes in …

(AI), knowledge management processes (KMPs) and supply chain resilience (SCR) are simultaneously considered in terms of their reciprocal relationships and impact on …

Integrating Artificial Intelligence in Knowledge Management …
Integrating Artificial Intelligence in Knowledge Management: A Primer Hayat El Asri1(&), Laila Benhlima1, and Abderrahim Agnaou2 1 Mohammadia School of Engineering, Mohammed V …

Global Ai-Driven Knowledge Management System Market …
6 days ago · AI-driven knowledge management systems aid in managing this data influx by automatically organizing, analyzing, and retrieving relevant information. This automation …

Computers and Education: Artificial Intelligence - University of …
Oct 21, 2022 · As such, basic understanding and knowledge of AI should be a critical component of student education to foster successful global citizens. This position paper describes one …

Incorporating artificial intelligence in knowledge creation …
Keywords: knowledge creation, artificial intelligence, knowledge management, processes, information systems. Introduction In human history, knowledge creation remained an exclusive …

Generative AI-driven Semantic Communication Networks: …
agement layers, knowledge management, and resource allocation. Finally, we envision several promising use cases, i.e., autonomous driving, smart city, and the Metaverse for a more …

Understanding the impact of artificial intelligence on skills …
aspects of AI and how it functions or its role in labour market shifts and economic development. This section first explores what AI is – and what it is not – through a brief explanation of …

Van Ausdall & Farrar, Inc. Utilizes Latest AI Knowledge …
what AI Knowledge Management can do for you.” Implementing AI Knowledge Management means that Van Ausdall & Farrar, Inc.'s customers are going to receive better service far …

Artificial Intelligence and Project Management: Empirical …
topics and guidelines on the execution and reporting of AI-related studies in project management. Keywords artificial intelligence (AI), research questions, academic publishing, future research …

The Road Ahead for Knowledge Management: An AI …
%PDF-1.3 %âãÏÓ 179 0 obj > endobj xref 179 29 0000000016 00000 n 0000001505 00000 n 0000001990 00000 n 0000002039 00000 n 0000002174 00000 n 0000002330 00000 n …

Special issue – Generative AI and Knowledge Work Editorials
A Knowledge Management Perspective of Generative Artificial Intelligence Maryam Alavi, Dorothy E. Leidner, and Reza Mousavi ... AI for Knowledge Creation, Curation, and Consumption in …

Knowledge Management Enablers, Processes, and …
Knowledge Management Enablers, Processes, and Organizational Performance: An Integrative View and Empirical Examination HEESEOK LEE AND B YOUNGGU CHOI Heeseok Lee is a …

Enhancing Supply Chain Visibility with Generative AI: An …
models combined with machine learning models to predict supply chain relationships within knowledge graphs. By integrating Generative AI techniques, our approach captures the …

ROLE OF AI IN TRAINING AND DEVELOPMENT OF …
performance in multinational contexts. Ultimately, this research contributes to the growing body of knowledge on AI applications in human resource management and offers valuable insights for …

A Study of HR's Role in Managing the Shift to AI- Enhanced …
May 9, 2025 · Enhanced AI- Knowledge Management Systems: The Expedition From Resistance to Resilience D. Baisakhi https:// cid or g/ .or0000 - 0002 - 3413 - 3405 ... to-ai-enhanced …

The business value of AI How Microsoft is reinventing …
Knowledge management optimized for generative AI To ensure accurate, quality Copilot responses, the team cleaned up inaccurate source data and established standards for content …

Knowledge management and ethical vulnerability in AI
Knowledge management since recent times has emerged as a critical organizational responsibility concerning big as well as small organizations. Due to this, there is a huge commotion of the …

CrushBank AI Knowledge Management
Your AI Knowledge Management solution. Start your smart data journey and schedule a demo today. 516.802.7200 info@crushbank.com CrushBank.com Technical resources are scarce, …

KNOWLEDGE MANAGEMENT SYSTEMS SUPPORT SECI …
Keywords: knowledge management, knowledge management system, knowledge-creating process, SECI model . 1123. 1. INTRODUCTION . According to Jashapara’s tree of KM – …

Knowledge Management Perspective of Generative Artificial …
competitiveness. By adopting a knowledge management lens, researchers can also assess the challenges and implications of AI, including potential knowledge silos, biases in AI-generated …

CrushBank AI Knowledge Management
CrushBank AI Knowledge Management Data about your clients is your business’ most powerful asset, yet 93% is unstructured and effectively unsearchable. CrushBank’s AI Knowledge …

AI Governance Why it matters and what you can do about it
leads to a required focus on AI governance, which is the foundation of safe and secure usage of AI. The CrushBank AI Knowledge Management system uses WatsonX from IBM.

WatsonX is …

Coupling NLP for Intelligent Knowledge Management in …
analyzes the forthcoming research areas that could include topics such as multimodal AI for knowledge management, AI repositories that continuously learn, and decision intelligence …

Function4 Utilizes Latest AI Knowledge Management to …
AI-based tools to their businesses to improve their customer experience and gain a competitive advantage in their industry. Function4, a harbinger of AI-based solutions, especially in the …

Is Artificial Intelligence Changing Knowledge Management?
AI facilitates the knowledge spiral, between tacit and explicit knowledge. Kingston, 2016 KM is presented as a complex collection of different approaches and models that can be …

Artificial Intelligence Risk Management Framework (AI RMF …
AI risk management is a key component of responsible development and use of AI systems. Responsible AI practices can help align the decisions about AI system design, development, …

Integrating Indian Knowledge Systems and Artificial …
AI complements the knowledge and management of environmental issues by processing widespread amounts of statistics to uncover patterns, expect trends, and provide actionable …

Using Ontologies for Knowledge Management: An …
Knowledge management research focuses on the development of concepts, methods, and tools supporting the management of human knowledge. The main objective of this paper is to survey …

The Impact of Technology on Knowledge Management
The Impact of Technology on Knowledge Management. In the modern digital age, technology plays an essential role in knowledge management (KM). … as AI and the Cloud, IBM was able …

AI and Knowledge Management Orchestration …
One recently created use case for generative AI is knowledge management. Enterprises can leverage artificial intelligence (AI) by employing knowledge management systems to produce, …

AI technologies affording the orchestration of ecosystem …
role of AI knowledge spillover Tachia Chin 1 , Muhammad Waleed Ayub Ghouri 1 , Jiyang Jin 2 & Muhammet Deveci 3,4,5 Due to the extraordinary capacity of artificial intelligence (AI) to …

Creating New Knowledge Fast-the Partnership Role of …
Business Management and Strategy ISSN 2157-6068 2025, Vol. 16, No. 2 1 Creating New Knowledge Fast-the Partnership Role of Artificial Intelligence (AI) in the Human World

Knowledge Futures: AI, Technology, - ifkad.org

intersection of AI, knowledge management, and digital transformation (Mariani & Baggio, 2021) as well as their combination and the integration in new spatial data infrastructures CALL FOR …

ANALISIS PENERAPAN KNOWLEDGE MANAGEMENT PADA …
Knowledge sharing constraints is reading culture is still lacking, it would be better if reading culture is improved, as well as get special monitoring from the company. Keywords:job …

BMC Helix Knowledge Management - BMC Software
BMC Helix Knowledge Management Solution Brief PRODUCT DESCRIPTION BMC Helix Knowledge Management is an AI Knowledge Management Software specifically designed to …

How AI-ready data can help drive AI strategy success - EY
A. Establish an enterprise AI knowledge management approach as part of the AI strategy. AI knowledge management will confirm that every program and project is producing AI-ready …

The Now Platform Reference Guide - ServiceNow
Knowledge Management Knowledge Management allows you to gather, analyze, store, and share knowledge and information within your organization. You can use it to create knowledge …

AI & Information Management Report - AvePoint
Information management’s value goes beyond AI. It also makes work easier by improving accessibility to knowledge; improves productivity and efficiencies; protects stakeholders; and …

AI Knowledge and Reasoning: Emulating Expert Creativity in …
AI Knowledge and Reasoning: Emulating Expert Creativity in Scientific Research Anirban Mukherjee,1∗ Hannah H. Chang2 1Samuel Curtis Johnson Graduate School of Management, …

A History Of Knowledge Past Present And Future (book)
history of knowledge, knowledge acquisition, information age, knowledge management, future of knowledge, AI and knowledge, learning and development, digital literacy, knowledge sharing, …

Artificial Intelligence and Knowledge Management: …
4 Figure 1: Knowledge Types vs. AI Development Current techno-centric approaches rooted in the AI community limit the AI/KM partnership as they rely on the ambitious assumption all tasks …

Ai For Knowledge Management

Ai For Knowledge Management

Related Articles

- aig financial products corp
- ai and algo trading
- ai se eu te pego language

Back to Home