Properties of network based knowledge management systems, introducion experiences

Hasznics Milán, hasznics@itm.bme.hu
Nuridsány Judit, nuridsany.judit@itm.bme.hu
BME – Információ és Tudásmenedzsment Tanszék

Nowadays, the intellectual capital is a significant component of the market value of all companies. Due to the importance of this part, the proper management of intellectual capital is vital in the business competition. In Hungary, we may encounter the spontanous application of knowledge management: components of a full scale knowledge management system arise spontanously, simply as byproducts or spin-offs of the primary operations. These small parts may result in serious efficiency increase.

In our country, the introduction of knowledge management systems is usual in the case of dedicated knowledge companies and enterprise sized corporations – not including the multinational companies that tend to use their own, proven methodologies at their local subsidiary companies.

The feasibility of network-based knowldge management support systems is greatly improved by the constant advances of IT infrastructure and Internet penetration.

The most emhasized areas to be suppored by knowledge management systems are the strategy of personalization and the strategy of codification. The importance of the dedicated, network based support systems is implied by the importance of these strategies.

According to the profile of the given company, the response to this challenge differs: as a fine example for knowledge companies, the KPMG uses its own system, the K-web. The nework specific characteristics and the experience gained during the inroduction project will be summarized in our presentation.

On the other end of the scale, the MOL enterprises use Autonomy for such purposes. Both systems had specific requirements that were to be complied by the infrastructure. Their efficiency ratings are closely related to the layout of the information networks. Accordingly to the company profile, multpile differences can be found in the philosophy of functional designs as well.

The summaries of KM introduction projects show similarities with those of the datawarehousing systems of the early and middle 90's. As data warehouses coupled with the human subsystem compose an important part of knowledge management, moreover the complexity of these systems is a match for the complexity of the KM systems, the resistance factors wihtin the company during the introduction phase can be effectively predicted for KM systems, based on the experience with data warehouses.

The importance of knowledge management highlights the importance of the specialised KM support systems – the experience – mentioned above – gained during the construction and introduction phases may prove more than useful in the future for all knowledge management initiatives.