

Course Description

Knowledge Management as an Applied Science AMS262



Overview

In practice, knowledge management often encompasses identifying and mapping intellectual assets within the organization, generating new knowledge for competitive advantage within the organization, making vast amounts of corporate information accessible, sharing of best practices, and technology that enables all of the above—including groupware and intranets.

This course will present the core subjects of knowledge management.

Learning Objectives

- Understand the collaborative process of content management
- Identify the types of documents that need to be managed
- Understand the alternatives to managing documents
- Understand “expert systems” and how they assist organizations
- Identify and the types of knowledge representation

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application and adaptation of selected tools and processes.

Duration

Two days

Who Should Attend

Government personnel would benefit by taking this course.