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Toolbox in knowledge management



Toolbox in knowledge management includes a very diverse set of methods and tools, which can be divided according to the area of knowledge application into four categories:

- A toolbox to secure know-how;
- A toolbox to create teams in which employees / partners share and create knowledge together;
- A toolbox to contact and flow information and knowledge;
- A toolbox to gather and transfer knowledge.

Tools for knowledge gathering



Source: Pixabay (<https://pixabay.com/photos/archive-boxes-shelf-folders-1850170/>)

- Data warehouse, databases, network folders
- Internal knowledge base
- Open source tools
- Question and answer (Q&A) system
- E-learning

Tools for knowledge gathering are used to store codified knowledge, which can thus be shared both inside and outside the organization. This category includes, among others:

- Data warehouse, databases, network folders:
 - Posting of documentation, procedures, instructions, technical documents, etc.
- Internal knowledge base:
 - sharing of experiences, collection of best practices, knowledge repositories
- Open source tools:
 - Replenish the database on an ongoing basis, including by adding new articles, documents, etc. on your own. (similar to Wikipedia)
- Question and answer (Q&A) system:
 - A system for employees to ask questions that are answered
- E-learning
 - Training using information technology

Tools for knowledge sharing

- With an outward focus on the company
 - Home websites
 - Social media (LinkedIn, Facebook,, etc.)
 - Newsletters
- With an inward focus on the company
 - Intranet
 - Mailing



Source: Pixabay (<https://pixabay.com/photos/mobile-phone-smartphone-keyboard-191737/>)

Tools for knowledge sharing are used to share, exchange and disseminate information both inside and outside the organization. Open-access portals, such as homepages, social media (LinkedIn, Facebook, etc.) are used to share knowledge and information outside the company. Newsletters are also used to disseminate information, in which selected information is published, providing an important source of information both on specific companies and their activities, as well as the environment further and closer. Within the organization, information and knowledge flow is provided through internal portals (Intranet) and mailing.

Tools for group work



Source: Pixabay (<https://pixabay.com/photos/desktop-food-color-business-paper-3207336/>)

- Instant messaging
- Presentation software
- Cloud solutions
- Systems supporting customer and partner relationship management
- Enterprise resource planning
- Best practices inventory
- ERP system

The following points provide examples of tools for group work:

- Instant messaging: e.g. Skype, Microsoft Teams, Google Meet and others;
- Presentation software: e.g. PowerPoint;
- Cloud solutions: e.g., Google Drive OneDrive, DropBox;
- Systems supporting customer and partner relationship management: CRM, integration platforms to support communication with partners;
- Enterprise resource planning: best practices inventory, ERP system.

Tools for knowledge protection



Source: Pixabay (<https://pixabay.com/illustrations/security-secure-locked-technology-2168233/>)

- Digital security
- VPN (virtual private network)
- Legal NDA (non-disclosure agreement)

The following points provide examples of tools for knowledge protection:

- Digital security:
 - Protecting your computer and other devices connected to the Internet from intruders, e.g. in the form of hacking, phishing (e.g. through the use of VPNs, password managers, identity monitoring services)
- VPN (virtual private network):
 - The channel through which data passes within a private network between a sender and receiver over a public network
- Legal NDA (non-disclosure agreement):
 - An agreement in which the parties agree to exchange confidential material or knowledge subject to further non-dissemination.

Sources to find out more!

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More about the project:

knowmanproject.eu

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