Index

| Artificial intelligence (AI), 13–14, 42, 46, 50 | Condition, context, and convenience knowledge (three Cs of |
|--|--|
| Assessments and intake studies, | knowledge), 6 |
| 119–122 | Conditional knowledge, 22 |
| Automation, 42, 64 | Corporate knowledge, 44 |
| , , | Critical thinking, 52, 74 |
| Benjamin Bloom's taxonomy of | Cross-functional process, 24 |
| learning, 108 | Cross-functional self-knowledge, 29 |
| Big data, 48, 97–98 | - |
| Business, 119 | Data |
| cultures, 81, 99-100, 104 | environment components, 40 |
| environment, 85 | handling, 109 |
| logical knowledge as business asset, | and knowledge, 37-40 |
| 18–20 | science, 42 |
| management, 41 | stream, 109–113 |
| processes, 105 | Data and Knowledge Management |
| Business, technology, and knowledge | (DKM), 125 |
| process (BTK process), | Differentiator, 110 |
| 40–41, 44 | Digital knowledge, 6–7, 45, 109–111 |
| Business Knowledge and Information | Domain knowledge, 22 |
| Management (BKIM), | E 11 1 1 1 50 50 66 67 74 |
| 125 | Explicit knowledge, 58–59, 66–67, 74, |
| Controlized hysiness models 50 | 103, 111 |
| Centralized business models, 50 Change, 23 | Filtoning 05 |
| Cloud Based business model, 50 | Filtering, 95 Frequently asked questions (FAQ), 44 |
| Cognitive computing, 42 | Functional knowledge, 115 |
| Cognitive computing, 42 Cognitive process, 120–121 | i diletional knowledge, 113 |
| Cognitive realization, 53 | Global knowledge, 12 |
| Cold profit motives, 41 | Globalization, 50 |
| Collaboration, 28 | Greenization, 50 |
| Common knowledge (see also Logical | Hierarchical knowledge, 4 |
| knowledge), 4 | Human filtering process, 83 |
| and knowledge management, | |
| 54–57 | Illogical knowledge, 34, 74, 91–92, 103 |
| technology perspective, 47-52 | management process, 92-94 |
| tenets in knowledge management, | Individual knowledge, 22 |
| 57–62 | Information management, 17 |
| Computer development, 102-103 | Innate knowledge, 21–22 |
| | |

| Intelligence, 8 Internal knowledge (see also Selfknowledge) Intuition, 22 Intuitive intellect, 70–71 Inward knowledge, 77, 80, 83 IT service management theories, 15–16 | repositories, 16 self-knowledge and, 54, 57, 71, 76 and self-knowledge in daily life, 86–90 systems, 44 tenets in, 57–62 Knowledge transfer, 63 |
|---|---|
| Knowledge, 21–23, 30, 45, 59, 61, 67 asset, 97, 109 | principles, 4–5 rules, 63 |
| bars, 8 base, 36–37 | Learning, 3, 46, 52–53 Logical knowledge (<i>see also</i> Self- |
| BTK Management, 40–44 collection, 50 | knowledge (SK)), 91, 103 as business asset, 18–20 |
| components, 23 culture, 25–33 | process, 30–31, 92–94, 122 |
| data and, 37–40 | Machine learning, 42, 50 |
| distribution, 99 environments, 76–77 | Mobile devices, 42 |
| holders, 14 importance of, 44 | Organizational learning, 1 |
| link between knowledge and | Passive learning, 3 |
| technology, 34–37 | Pathway knowledge, 2 |
| principles, 88–89 | People knowledge, 24, 109 |
| process, 7, 29–30 | People-centric operating models, 51 |
| retrieval, 50 | Perception, 22 |
| sharing, 50 | Performance knowledge, 22 |
| systems, 8, 35, 122 | Personal knowledge, 44 |
| tenets, 10–18 | Poor-quality knowledge, 110 |
| useless, 33–34 | Process maps, 2 |
| Knowledge Distribution Principles, 4–5 | Process models, 2 |
| Knowledge management, 2–3, 5, | Quality, 99, 102–103 |
| 10–12, 27, 30–31, 33–34, 37, 46–47, 61, 85, 100, 103–104 | knowledge, 83 |
| business culture and knowledge management, 100–104 | Reverse business strategies, 49 |
| challenges, 97–104 | Self-awareness, 3, 87, 117–118 |
| concepts, 85 | Self-knowledge (SK), 1-3, 5, 44-45, 52, |
| data stream, 109 | 54–55, 60, 66, 69–71, 74, 88 |
| environment, 18 | and (il)logical knowledge process, |
| link between self-knowledge and, | 91–92 |
| 94–97 | assessments and intake studies, |
| plan, 83 | 119–122 |
| principles, 88–89 | and awareness, 117–119 |
| process, 12, 29, 119 | competencies, 56 |

| concepts, 85 | Smart technology, 35 |
|----------------------------------|--|
| data stream, 109–113 | Social knowledge, 44 |
| (il)logical knowledge management | Social media, 42 |
| process, 92–94 | Super Intelligence, 50 |
| inward knowledge, 80–83 | Swapping technology, 37 |
| in knowledge management, 3, | |
| 54–57, 71–76 | Tacit knowledge, 58–60, 66–67, 74, 111 |
| knowledge management and self- | Technology, 4, 13–14, 39, 98, 102–103 |
| knowledge in daily life, | advancement, 15 |
| 86–90 | automation, 46 |
| knowledge management challenges, | link between knowledge and, 34-37 |
| 97–104 | management, 41 |
| and knowledge management | perspective, 47–52 |
| learning objectives, | problem, 50 |
| 124–126 | solution, 51–52 |
| link between self-knowledge and | technology-driven issues, 43-44 |
| knowledge management, | Theory in knowledge management, |
| 94–97 | 76–80 |
| measuring success, 122-124 | Theory-based execution strategies, 105 |
| people and, 68–71 | Traditional knowledge management |
| planning, 115–117 | approaches, 82 |
| principles, 7–8, 47, 88 | Training knowledge, 22 |
| purpose, 2–3 | Transfer process, 4 |
| technology perspective, 47–52 | |
| tenets, 57, 62, 110 | Useless knowledge, 33–34 |
| theory in knowledge management, | |
| 76–80 | Visual absorption, 52 |
| utilization of, 80 | W. 1 |
| Self-observation, 70 | Wisdom, 77 |