

Week 2 Assignment Scenario

Knowledge Management

Executive A's Request

Welcome to the team! I am glad you are in this role and have no doubt that you will address the team's concerns. Let me begin by sharing my sincere appreciation that you accepted this fantastic opportunity. We know you would like to start working on your organization's strategy, but we all have immediate concerns that we hope you will help us with first.

Last month, I met with some of the Information Technology (IT) technicians who are now part of your team, and they asked me to fund a project related to knowledge management. They mentioned the ICT tool and its relationship to EDI. They also explained how we are not using the ICT tool to promote employee knowledge and innovation. I delayed my decision because I didn't have the information I needed to move forward. To be honest, I was quite embarrassed that I did not understand the technical terms or how this project would be beneficial to our organization. In fact, I did a little research, found various definitions of the term *knowledge management*, and became confused about the definition's relevance to our group and whether this is a viable project to fund. When we next meet, I need the following information from you:

- Compare and contrast the various forms of knowledge.
- Compare and contrast the various definitions of *knowledge management*.
- Explain the ways knowledge management is relevant and critical for operational processes, human resources, and the organizational culture. Explain your rationale.
- Define information communication technology (ICT) tools and employee-driven innovation (EDI) and explain how these concepts will benefit or not benefit the organization.

If you can assist me with this as I plan my strategy, I can follow up with my team with more definitive direction. I know you will have recommendations during the follow-up meeting.