



## Potential Terms – KM Taxonomy

### **KM tools**

- Collaboration tools
- Community tools
- Discussion database
  - Bulletin board
  - Collaborative space
- Expertise-management tools
- KM tool vendors
- Knowledge map
  - Knowledge model
- Knowledge base
  - Knowledge repository
  - Knowledge data base
- Portals
- Storytelling

### **Knowledge processes**

- Best practices
- Collaboration
- Community of practice
- Customer relationship management
- Document management
- Expertise management
- FAQ
  - Help systems
- Intellectual capital management
  - Intellectual property management
  - Patents
  - Copyrights
- KM implementation
- KM measurement
- KM methodology
- Knowledge acquisition
  - Knowledge capture
  - Knowledge discovery
- Knowledge analysis
- Knowledge audit
  - Knowledge needs assessment
- Knowledge engineering
- Knowledge transfer
- Management of KM
- Storytelling
- Web self-service

### **Company examples**

## **Knowledge architecture**

- Categorization
- Classification
- Content architecture
- Metadata
- Ontologies
- Tagging
- Taxonomy
- Thesaurus

## **Knowledge roles**

- Chief Knowledge Officer
- Intermediaries
- Knowledge Stewards
- Knowledge worker
- Subject-matter experts

## **Knowledge Types**

- Expert knowledge
- Explicit knowledge
- Tacit knowledge

## **Search**

- Concept search
- Document filtering
- Filtering tools
- Search engines

## **Other knowledge topics (otherwise known as NOC)**

- Brain drain
- Change management
- Cynefin
- e-Learning
- Information explosion
- Innovation
- Knowledge assets
- Knowledge culture
- Knowledge leverage
- Knowledge security
- Libraries
- Reinventing the Wheel
- Social Capital