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~~Know. Mary Bradley (2nd Year BA (Hons), Information and~~

~~Library Management, Liverpool John Moores University) New~~

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~~2000. Keywords. Knowledge workers; Information systems ...~~

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Working knowledgework organizations manage what they know. In the end, the location of the new economy is not in the technology, be it the microchip or the global telecommunications network. It is in the human mind.

## ~~Working knowledge~~

Working knowledge: how organizations manage what they know / Thomas H. Davenport, Laurance Prusak. p. cm. Includes bibliographical references and index. ISBN 0-87584-655-6 (alk. paper) 1. Organizational learning. 2. Information resources

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management. 3. Industrial management. I. Prusak, Laurence. II. Title. HD58.82.D38 1998 658.4'03dc21 97-10781 CIP

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The highly cited work of Nonaka and Takeuchi emphasizes “ management by creating new knowledge continuously ” (chishiki keiei). The central idea is that knowledge creation in organizations is accomplished through knowledge conversion: existing knowledge is “ converted ” into new knowledge.

~~Working Knowledge (Davenport and Prusak 1998)~~

Knowledge management is any system that helps people in an organization share, access, and update business knowledge and information. In this piece, we ’ ll expand on that definition of knowledge management with some concrete examples, and then illustrate exactly why knowledge management is such an important area of focus for businesses and for employee support teams like IT, HR, and Finance.

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Drawing from their work with more than 30 knowledge-rich firms, Davenport and Prusak - experienced consultants with a track record

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of success - examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate wisdom into market value. They categorize knowledge work into four sequential activities - accessing, generating, embedding, and transferring - and look at the key skills, techniques, and processes of each.

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