



Knowledge Management Debate

June 25th 1998

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Knowledge Management Debate

An inflation of neologisms:

- Push => Channels => Intelligent Agents
- Search Engines => Portals => Hubs
- Business Process Re-engineering => Knowledge Management

So what's new?



Knowledge Management Debate

Knowledge Management is:

“The systematic optimisation of an organisation’s intellectual resources, leading to the improved performance of both the organisation and the individual shareholders involved”

(Dataquest, June 2 1997)



Knowledge Management Debate

Knowledge Management is:

“A fusion of people, process and technology to produce radical and fundamentally new ways to create, share and retain knowledge”

Ron Young, MD, Knowledge Associates, April 1998



Knowledge Management Debate

An alternative view:

“If knowledge is the only real asset, why not manage it like any other? That thought has spawned a mini-industry, from purportedly knowledge-capturing software to corporate ‘chief knowledge officers’ responsible for making their companies smarter. A lot of these efforts are misguided. The problem is that knowledge *isn’t* like other inventory — it can’t just sit in the warehouse until needed, then be dusted off and used.”

Encyclopaedia of the New Economy, Wired April 1998

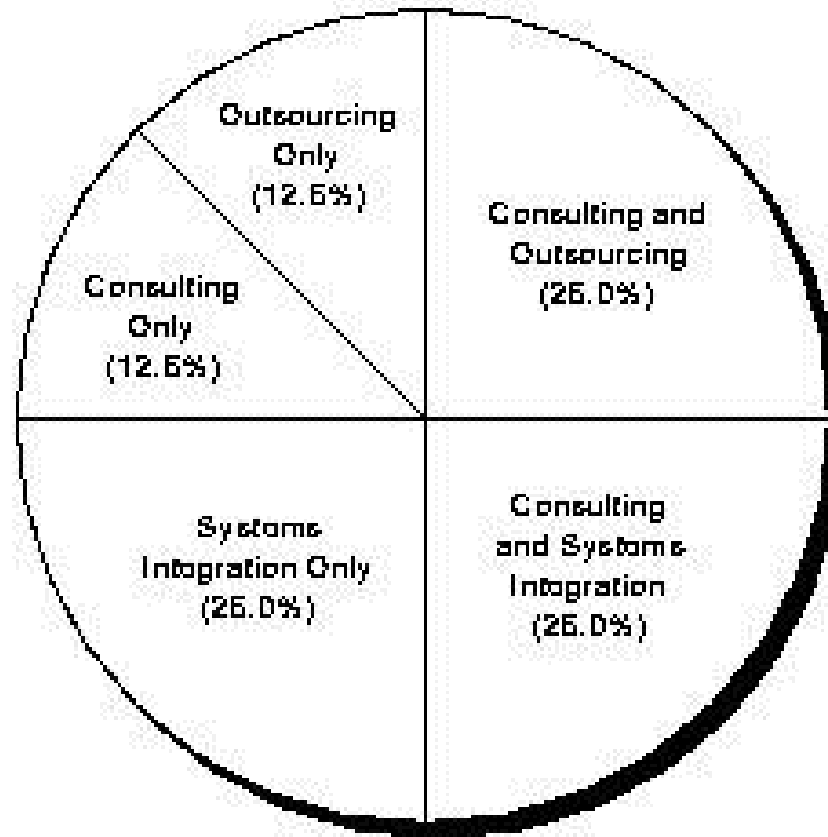


Knowledge Management Debate

	1995	1996	1997	1998	1999	2000	Growth (%) 1995-1998	Growth (%) 1998-2000	Growth (%) 1995-2000
US	601	1,028	1,664	2,088	2,430	2,843	51.4	16.7	36.4
Non-US	258	484	977	1,512	2,070	2,466	80.4	27.7	57.1
Total World-wide	859	1,512	2,641	3,601	4,499	5,309	61.2	21.4	44.0

Knowledge Management Market Size and Forecast (Millions of Dollars)

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Services as provided by External Providers (Dataquest)



Knowledge Management Debate

Professor Danny Quah

Professor of Economics, London School of Economics

Daniel Berhin

Director of Information Professional Community, Booz Allen Hamilton

Gary Rodrigues

Director, Online Sales, Derwent Information