

KNOWLEDGE MANAGEMENT SYSTEM OF AMAZON

Introduction

The knowledge management system is significant in improving the overall performance of an organisation with an emphasis on transferring information among the users (Torres et al., 2021). The Amazon knowledge management system of Nexus will be implemented in this poster with their effective screen, design and security provided to the customers (Delfanti and Frey, 2021).

Advantages and Disadvantages

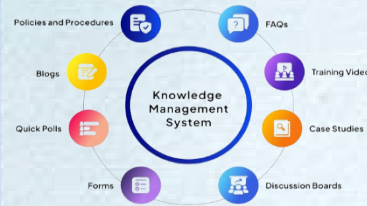
The knowledge management system is beneficial for the transmission of information among employees within an organisation. Similarly, the proposed KM system will also be helpful in improving the information of the employees and customers successfully using the system. On the other hand, Na (n.d) analysed that cost management can be a significant disadvantage that can impact the knowledge management system of any organisation.

Knowledge Management Technologies

Amazon tends to apply various KM technologies, such as Amazon Knowledge Nexus, Kendra and APIs to manage their effective knowledge management system in the business market (Baird et al., 2021). Amazon Knowledge Nexus will be a machine learning technology that is associated with the analysis of the vast data required by the company's employees (Torres et al., 2021). This system will also aid in the accessibility of the many data sources, such as documentation and manuals for their products. The system has a significant contribution in enhancing the search abilities to extract the distinct patterns of the products offered by the customers (Wood Jr and de Moraes, 2022). Nexus will be a significant technology adopted by Amazon that will be associated with the sharing of information among employees within the organisation (Delfanti and Frey, 2021). The proposed KM system will provide accessibility to the documentation and manual of the products, resulting in improved data efficiency (Na, n.d.).

Interacting/linking with Other Ongoing Systems .

Nexus work in collaboration with other ongoing systems, such as APIs, through proper integration of the AWS. Moreover, Nexus can be incorporated with other systems, such as APIs and Kendra, which will enhance its functioning and help the users and employees access a variety of data sources. Similarly, Nexus will also incorporate internal APIs with the other systems and enable smooth processing and procedures. This collaborative work of both KM systems will enable Amazon to improve its operations efficiently and strengthen its infrastructure with minimal chances of errors (Na, n.d.). Moreover, the collaboration of Nexus with Amazon WorkDocs will also help employees secure sensitive documents related to the products of the company.



Screen Design, Access Points, and Security Restrictions of Knowledge Nexus Systems

Nexus will be easily accessible by users, including customers and employers, through Amazon Web Services (AWS), which will help users access product information through search indices and visual platforms (Wood Jr and de Moraes, 2022). Similarly, Amazon Knowledge Nexus is provided with a dashboard screen that helps the users manage and create their search indices to enhance their experience. Moreover, the access points of Nexus will include its accessibility through AWS and help them have access to the relevant documents and manuals of the products (Torres et al., 2021). On the other hand, the security restrictions employed with

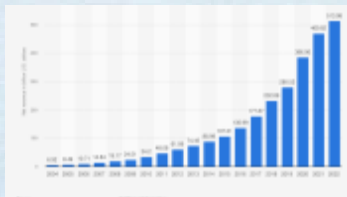
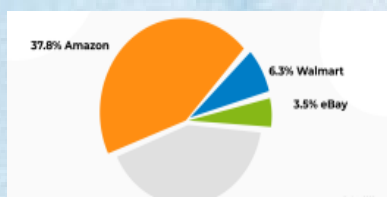
Nexus will be linked with the AWS identity management system, which will have a significant role in protecting the data. Similarly, it will also allow the use of authentication for the user information about products (Haider and Kayani, 2021). Moreover, this knowledge management system is also accessible through an Active Programming Interface (API) that helps access information by using various interfaces, such as internal APIs (Wood Jr and de Moraes, 2022). The screen design will be facilitated with the dashboard that provides the employees with document collaboration options, version control of the document, and other user settings to change accordingly. Additionally, the security will be provided with the additional restrictions that are applied by a user over others to protect their document within the system (Delfanti and Frey, 2021).

Implementation of Amazon Knowledge Nexus

Nexus can be implemented in Amazon by implementing specific strategies that will help reduce the organisation's utilisation of resources (Baird et al., 2021). One way includes introducing a small-scale pilot project with limited datasets and users to analyse the operations and identification of errors in the system (Torres et al., 2021). This will help analyse the feedback of users utilising the system; however, this can be followed with expansion depending on the users' feedback. The second strategy is the strategic training of the users to improve their working capabilities of the specific system. This will result in improving the company's overall system progress and performance, with an emphasis on enhanced features of the Nexus (Delfanti and Frey, 2021). The third strategy includes the launch of automation systems that will assist the AWS automated systems and help minimise the human resources (Employees) required for this system (Wood Jr and de Moraes, 2022).

Conclusion

In conclusion, Nexus will be an essential knowledge management system applied in Amazon with an emphasis on providing efficient services to the user's search facilities and documentation accessibility for employees. The knowledge management system will be helpful in providing user-friendly approaches to users such as employees and customers. Nexus will significantly impact the organisation's business in a way that it will provide more security of data and information with the visual graphics of products and their features to the users. However, Nexus will be commercialised by affiliated marketing strategies and subscription models provided to the users to gain insights into the services offered by the organisation.



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