

Better Knowledge Management System of Google

Introduction

The study aims to discuss the process of managing knowledge by Google. The tools which are being used by the company have been discussed in the study. The utility of these tools in different sectors like designing screens, accessing points, and securing restrictions have been explained as well. The process of interesting other systems of the organization through managing knowledge has been discussed. The process of implementing and commercializing the Knowledge management System has been elaborated as well.

Knowledge management Tools

There are many techniques that can be used by Google to manage the knowledge of the company effectively. These tools will help the company to identify the needs of the organization properly. **Critical Knowledge Grid** can be effective for the business as the essential knowledge can be identified better through this tool and the risks of losing the knowledge are very minimal in this technique. The tool analyses the knowledge with critical points of view which enhance the demography of the information. The two divide the knowledge into two categories and these are 2 years old and 6 years old. The knowledge is separated also into the categories of general knowledge, critical knowledge, and knowledge which cannot be separated. There is another tool called **Knowledge Retention Tool** which divides the knowledge into two groups and those are Tacit Knowledge and Explicit Knowledge. In the first group, the knowledge that is required to be monitored, learned, and used in training is enlisted. This knowledge can be collected from Wikipedia as well. The other sector holds the knowledge that is required to be documented (Grassi and Hanton, 2017).

Uses of Knowledge Management Tool

Through the different Knowledge management software, the information can be designed well. The culture of the organisation is prioritised while executing the knowledge of Google. The company considers the contribution of the people and designs the knowledge in the process by which their contribution gets recognised. The situation is provided with the importance of accessing any knowledge and the importance of the requirements also considered while approving the access of knowledge by Google. Being a provider of web-based services, Google must be very strict about the security protocol of accessing knowledge of the company and they must acquire various technological solutions which can help to resolve security issues in the knowledge system (GREŠKOVÁ, 2009).

Interaction with other systems

Knowledge management can guide Google to conduct sustainable operation management with information on the outer world and the environmental situation of the planet. The resources that can make the operation of the business more valued and how the capabilities of the organization can be utilized effectively are possible to know by encasing knowledge management systems. Effective knowledge management skill also helps Google to identify the skill of its employees and those can be utilized by the company in a more profitable way. Innovation of the business can be sped up well to the outer by managing knowledge systems and that will contribute to the marketing management of the organization. Knowledge of customer feedback can help the business to make the quality of its operations high. Knowledge of employee opinion can help Google to develop its employee engagement as well (Sudaryati and Juliasih, 2018).

Implementation of Knowledge Management System

The Knowledge Work System can be an effective knowledge management system for Google. It is a system that can be used for specific knowledge and will fit in an individual situation. This tool will help the company in managing high-profile knowledge which requires extreme security and strong access configuration by which the knowledge will be possible to accumulate effectively. Accurate information can be possibly served by this system and the unique knowledge will be better stored through it (The CloudTutorial, 2023).



Commercialising Knowledge Management System

The very first step will be to identify accurate and relevant knowledge. Being a browsing system it is important for Google to have information that can contribute to the users with all potentiality. The needs of the customers are also required to be assessed in commercializing and that information should be made more available to the market which is in demand by the participants of the knowledge management system (Skyrme, 2023).

Conclusion

The study has identified that there are two tools that can be used by Google for effective Knowledge management operations and those are Critical Knowledge Grid and Knowledge Retention Tool. The company can make the information well-designed and secured by exercising the system effectively. The Knowledge Work System will be a great alternative for Google.