

THE POSSIBLE KM TOOLS AND THEIR PURPOSES

Document 360: This is a tool that enables the organization to create public and private self-service bases for users as well as customers. Through this tool, the knowledge allows people to create, publicize, and manage articles for organizational success. This software is based on features such as site, portal, base assistant, API reading, and writing the knowledge base (Kryvinska et al., 2023). The Company mostly focal point on the create of an online self-service knowledge base for organizational success. **Tettra:** This is knowledge-based software to manage organizational performance effectively. The Company used this software to answer the repetitive question of a team member to resolve their doubts. Tettra has a special Slack wiki that makes it possible to answer the question in Slack while using the Tettra Knowledge base (Martínez et al., 2023). It allows accessing the information and allows users to search, save, and share the Tettra pages in the chart. These knowledge management tools are content verification, page, & update requests, content suggestion, editor, and search functionality, and content exports. **SharePoints:** The Company's ancestor of intranets and knowledge management tools to manage information. SharePoint is the best way to search for, upload, and share files. Simply, this message linked the user to shared documents or spaces like teams and kept enterprise knowledge for organizational enlargement (Gardeazabal et al., 2023). The Company mainly focuses on search functionality, content analytics, file storage, and sharing, as well as knowledge wiki. This platform offers distinct platform points to automatically renew the data annually.



HOW KM TOOLS ARE USED BY THE COMPANIES

Apple Inc., London mainly depends on SharePoint to share essential information and tell people to make the right decision. The Company mainly focuses on lots of rules and process to meet the needs effectively. Apple Inc. focuses on collectively taking care of good jobs and a clear picture for organizational development (Martínez et al., 2023). The Company focuses on noticing something that could be better to get better the managerial value efficiently. Sharepoint mainly used mobile and intelligent intranets to manage the information of larger teams effectively. Through this KM tool, Apple Company search, upload and share files smoothly.



HOW KM TOOLS WILL INTERACT WITH OTHER ONGOING SYSTEMS OF THE ORGANIZATION

Apple Inc. London on growing up with 250 people to improve customer satisfaction. The Company mainly focus on creating the best-possible environment to produce outstanding experience. KM System is a sum of collective information and succeeds or fails based on capturing, storing, and managing the information to achieve the desired outcome. The Company focuses on communication channels to resolve the problem, and sharing knowledge is natural for organizational growth. Throughout the system, the Company mainly focuses on a knowledge management system to access valuable information and follow up with the internal professionals for additional questions (Gardeazabal et al., 2023). The R&D department helps to support the staff and desk to deliver more value for greater organizational efficiency. KM always works to give staff the expertise, and information needed to do the job effectively. The Company mainly focuses on detailed and accurate knowledge in the context of the organization and needs to plan to share valued goals.



How the firm may implement the chosen KM system with less use of its available resources

·**Planning and Strategizing:** The Company successfully focuses on KMS with planning and strategies to figure out the end goals and identify the need to accomplish the desired outcomes (Jordão et al., 2022). Apple Inc. mainly focuses on outlining the organizational strategy, objectives, goals, and KPIs to meet the demand effectively. The firm focuses on mapping out the technologies, and processes required for effective implementation. ·**Using the Right Software:** The Company needs to invest in the right software for effective knowledge management software. Apple Inc. must focus on access and intuition so that all employees find the secure and best way to grow the system for storing, managing, and retiring knowledge (Gardeazabal et al., 2023). The Company provides support for the user journey to fulfill the demand effectively. ·**Regularly Updated and Monitor Content:** With the KM system, the Company mainly focuses on updating the system and knowledge to manage the operation smoothly. Apple Inc. is the best way to do and assign the role to one person in each department in an effective way (Nasrallah et al., 2022). The Company mainly focuses on identifying the quality of content to take the right action for future success. ·**Rewarding Contribution:** To motivate staff members, Apple Inc contributes toward the KM system by providing rewards and recognition for their contributions. The Company mainly focuses on doing something as a bonus and extra benefits to improve the overall growth of people (Jordão et al., 2022). It is the best way to share knowledge and a culture of collaboration. Apple Inc. mainly focuses on knowledge from the creation of applications for access experience.

How the firm's accumulated knowledge could be commercialized

Apple Inc. focus on ways for the KM system to accumulate service for organizational growth is discussed as under:
Save Time: KM closely deals with the same time to avoid repetitive work. The Company mainly focuses on the implementation of the KMS to reuse the content for a similar project (Friedrich et al., 2020). In this way, Apple mainly focuses on reusing essential information and saving time to fasten the sales procedure effectively.
KMS helps to Learn from Mistakes: The Company mainly focuses on the development of a centralized sharing platform to get experience from success and failure. Apple Inc. focuses on the development of specific situations to deal with a similar condition (Song et al., 2022). The Company enables them to attain high-quality outcomes within less time for future success



Reference List

- Friedrich, J., Becker, M., Kramer, F., Wirth, M. and Schneider, M., 2020. Incentive design and gamification for knowledge management. *Journal of Business Research*, 106, pp.341-352.
- Gardeazabal, A., Lunt, T., Jahn, M.M., Verhulst, N., Hellin, J. and Govaerts, B., 2023. Knowledge management for innovation in agri-food systems: a conceptual framework. *Knowledge management research & practice*, 21(2), pp.303-315.
- Jordão, R.V.D. and Novas, J.C., 2022. Information and knowledge management, intellectual capital, and sustainable growth in networked small and medium enterprises. *Journal of the Knowledge Economy*, pp.1-33.
- Kryvinska, N., Greguš, M. and Fedushko, S. eds., 2023. *Developments in Information and Knowledge Management Systems for Business Applications: Volume 7* (Vol. 462). Springer Nature.
- Martínez-Martínez, A., Cegarra-Navarro, J.G. and García-Pérez, A., 2023. Sustainability knowledge management and organizational learning in tourism: Current approaches and areas for future development. *Journal of Sustainable Tourism*, 31(4), pp.895-907.
- Nasrallah, N., Atayah, O.F., El Khoury, R., Hamdan, A. and Obaid, S., 2022. Intellectual structure of knowledge management: a bibliometric analysis of the journal of information and knowledge management. *Journal of Information & Knowledge Management*, 21(01), p.2250001.
- Song, L., Ma, Z. and Huang, J., 2022. Exploring the Relationship Between Learning Goal Orientation and Knowledge-Sharing Among Information Communication Technology Consultants: The Role of Incentive Schemes. *Frontiers in Psychology*, 13, p.798668.