

Knowledge Management (KM) System in practice at organisation Tesco

Purpose of the Poster

- Tesco is a retail leader within United Kingdom and currently utilizes the knowledge base category of management system where the focus is on robust reporting developing significant knowledge base and discovering existing knowledge to support knowledge management.
- However, the current presentation focuses on evaluating the option of community forum and AI knowledge management options for improving knowledge management capabilities of Tesco.



Evaluation of Community Forum Knowledge Management System

Merits

It has the merit of supporting feedback loop where community of the organization both internal and external stakeholder can provide feedback on products, services and processes.

It supports better employee engagement and community building within the organization which is directly beneficial for knowledge management of Tesco.

It prioritizes knowledge retention and sharing so that community users within the forum can discover go look up there and distribute important information for Tesco.

Demerits

There is a threat of information overload on the community forum increasing complexity with effective distribution of information and knowledge management.

There is also challenge of cyber security issues as community forum knowledge management system increases accessibility to company data which can be hacked by unauthorized users to commit cyber fraud.

It has the demerit of poor quality of feedback being generated by the nationwide community of Tesco stakeholders instead of detailed insight.



Cost comparison between Community Forum and AI Knowledge Management System

Basis	Community Forum	AI
Software Costs	Commercial community forum software costs, licencing fees and customization costs.	Subscription or customization costs depending on platform whether IBM Watson, Google Cloud AI, or Microsoft Azure AI.
Tool Costs	Limited tool costs dependent on level of customization.	High tool costs depending on type of AI tech being used such as NPL, ML, model training etc.
Infrastructure Costs	Minimum costs because of existing cloud infrastructure of Tesco.	High costs associated with training and development along with storage, data transfer, and network bandwidth.

Evaluation of AI Knowledge Management System

Merits

It provides the advantage of connecting knowledge management system to different sources to gather vast amount of data quickly.

It can help Tesco in significantly reducing costs associated with knowledge management.

Implementation of AI for knowledge management can help Tesco in supporting intuitive knowledge management and automating knowledge management process.

Demerits

There are several ethical challenges associated with the usage of AI and knowledge management specifically plagiarizing of content from other users instead of generating original insight.

AI comes with the threat of reducing human oversight and critical thinking and knowledge management which can negatively impact on skill development of Tesco workforce.

AI is also connected with data privacy and security concern which is a critical legal compliance within knowledge management for Tesco.

Utility of Community Forum Knowledge Management System

- Screen design:** User-Friendly interface with easy navigation for all stakeholders.
- Access points:** Transparent but limited access points with regional administrators to enhance security of Tesco.
- Security restrictions:** Utilization of login protocols and implementation of data encryption to stop cybercrime.
- Interaction with other systems:** Integration with existing knower management system to support knowledge sharing.

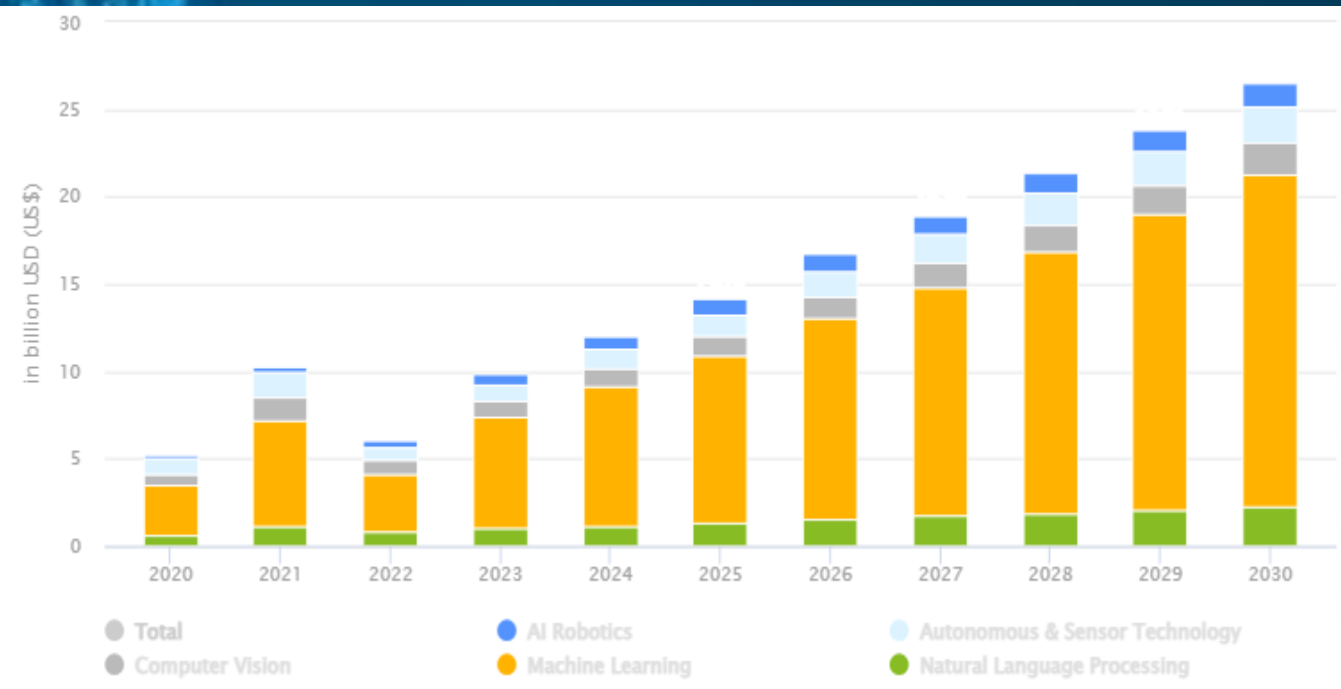
Utility of AI Management System

- Screen design:** Emphasizes on visualization and interactive screen design with automated features.
- Access points:** Role-based access control (RBAC) only for senior and managerial roles at Tesco to support data privacy and security.
- Security restrictions:** Detailed authentication system to access the knowledge management system which complies with Data Protection Act, 2018 through Multi-factor authentication.
- Interaction with other systems:** Integration with existing knowledge base management system including cloud storage, API and other Tesco databases.

References

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Commercialization Opportunity



There is limited opportunity for commercialization of community forum knowledge management system for Tesco because it can introduce large number of external users to the community forum system indeed during cyber security. Therefore, high level of control is needed to ensure secure usage of community forum knowledge management system on the other hand, AI knowledge management system has significant opportunities for commercialization. This is because AI utilization is increasing across business. The graph also showcases a utilization within UK will reach up to \$25 billion in market size for UK businesses. This showcases the potential for commercialization of AI knowledge management system for Tesco and will also help the company be prepared for future application of AI to support knowledge capture, acquisition, retention and sharing.