

Knowledge Management (KM) System in practice at Holiday Inn

Tools and technology for knowledge management and their purposes

Content Repository

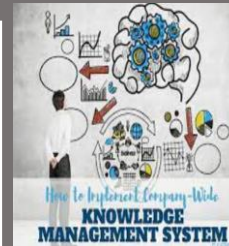
It is a collective database where the digital document and created contents are managed with processes. It includes the version of control, audit trailing, access management, looking and many more to be accountable for the multiple layer data protection.

Knowledge Base

The knowledge base tool is effective for the area of the central database by sharing information and looking into the purpose of collecting, retrieving and organising the data for storing the contribution effectively (Pai, R.Y, et al, 2022)

Decision Support

This tool is an effective KM to estimate and evaluate the large level of business enterprise following the organisation of the data from multiple sources.



Content Repository

Start transaction OAC0
Overview screen is displayed
HTTP content server is used for the installation of the SAP content server
The port number must be entered if the communication took place to the execution of https.
The status line of the SAP and the selected key is reserved for the customers to continue to the finish of the creation. (Di Vaio, et al, 2020).
The security area and the restrictions will be followed with the access point of the http server and storage area to count the description properly.

Knowledge Base

The basis of KBS deals with an interface engine. It enables that user to query the knowledge with the system. The father area is the interference engine that interacts with the knowledge base to estimate the area of supporting decision.
The knowledge base area deals with the expert of encoding the rules where solution to the old problems are represented as cases.
The multiple source of the blackboard system and others the input to new information with the potential area of updating for the human expert.
The maintenance of security and also the area of access point and restrictions are followed with the expert area that simulates the purpose of human expert decision making in the particular field (Al Ahababi, et al, 2019).

Decision Support system

Document driven DSS are widely used and allow for the information of internal and external databases. Additional equipment operation would be used with the frequent current equipment.
Knowledge driven DSS is a computer based system
Model driven DSS gets followed with the simple process of weighing Options.

Interaction with the other ongoing system

Content Repository will be connected with other programs across different servers and the repository function will be curated by following the central location of the employees.

The knowledge base tool gets connected to the purpose of looking for the help desk and supporting staff where the other operation will be able to access this data with the benefit of giving them a comprehensive base (Al Ahababi, et al, 2019).

Decision Support system refers to the area of providing hard data and insight to the subject matter. Connecting to the other operation will be easier through the part of organising data with multiple resources.

References

- Di Vaio, A., Palladino, R., Pezzi, A. and Kalisz, D.E., 2021. The role of digital innovation in knowledge management systems: A systematic literature review. *Journal of business research*, 123, pp.220-231.
- Pai, R.Y., Shetty, A., Shetty, A.D., Bhandary, R., Shetty, J., Nayak, S., Dinesh, T.K. and D'souza, K.J., 2022. Integrating artificial intelligence for knowledge management systems—synergy among people and technology: A systematic review of the evidence. *Economic research-Ekonomska istraživanja*, 35(1), pp.7043-7065.
- Al Ahababi, S.A., Singh, S.K., Balasubramanian, S. and Gaur, S.S., 2019. Employee perception of impact of knowledge management processes on public sector performance. *Journal of knowledge management*, 23(2), pp.351-373.

Application of the KM system

The chosen knowledge management system is a content management system that plays one of the pivotal roles by playing a centralized platform for managing the digital content.

The application of CMS will be done by creating, publishing and distributing high quality content by using minimal resources.

Availability of the information and accessibility of improving the employees of the customers will be done following the parts of collaboration and approval of the workflow.

The purpose of using WordPress will also be easier for the application of a content management system where no company resources will be required.

The application of a typically stored content database and the display of the presentation layer will also be done following a set of templates.

Commercialisation of the knowledge management system

Identification of the knowledge asset and also the involving purpose of commercial potential will be emerged with the internal purpose of programming as a result of knowledge audit.
The commercialisation of KMS will be done by extensively using the market intelligence by following the benchmark of internal offering.
Continual adaptation of the production services and also the creation of high value low volume market will be associated with proper design and packaging (Al Ahababi, et al, 2019).