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A Knowledge Management Framework by Modeling Knowledge Use Case Focusing on Systems Engineering Activities

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SUMMARY OF MASTER'S DISSERTATION

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Title

A Knowledge Management Framework by Modeling Knowledge Use Case Focusing on Systems Engineering Activities

Abstract

These days many organizations have been implementing knowledge management with the overall purpose of knowledge management is to maximize the enterprise's knowledge-related effectiveness and returns from its knowledge assets and to renew them constantly. When knowledge becomes more and more important to effect on development, success, and long-term strategy of organizations, knowledge management has been playing a role to utilize knowledge assets effectively.

Organizations do not only have knowledgeable workers, but they also hire limited-experience workers. These inexperienced workers confront with a lot of difficulties to use knowledge in their tasks. To use knowledge, it does not only require accessibility to the knowledge, sometimes it requires past experience. The inexperienced workers may approach the past experience by contacting with knowledgeable workers, however it is still hard. In some cases knowledgeable workers are busy in their task, therefore they cannot spend their time to share their experience with others. In some other cases knowledgeable workers have already been retired, there is no way to contact with them. To solve this problem, the research proposes a knowledge management framework which managing knowledge with its knowledge use case. Knowledge use case is defined in this research as the context someone used the knowledge in the past. To simplify to describe knowledge use case, the research proposes a structuring model solution which supports to describe knowledge use case based on designed graphical template.

Keywords: Knowledge Management, Knowledge Management Framework, Systems Engineering, Knowledge Use Case