ROM
KNOWLEDGE MANAGEMENT
Driving Business Success

|October 2017 |

2Know
KM Newsletter

ROM News

- Knowledge management based on information technology in response to COVID-19 crisis – Link
- knowledge et al - Link

01

We are all Knowledge Managers

Personal Knowledge Management explores how individuals manage their personal data and the challenges they face, such as navigation versus searching for retrieval.

[To full article](#)

02

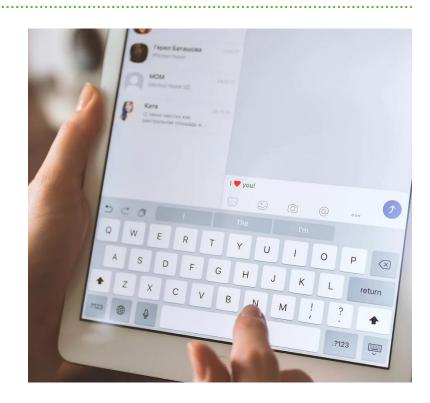## Baby steps towards the semantic network

The Semantic web envisions machines analyzing information contextually, benefiting organizations through enhanced collaborations, learning, and instruction.

[To full article](#)

03

Chatbots: Can virtual experiences possibly replace reality?

Chatbots are revolutionizing customer interactions, saving time, enhancing marketing, and improving customer satisfaction for businesses of all sizes.

[To full article](#)

04

Social Work and Social Services in the Perspective of Knowledge Management Literature - Book review

Knowledge management, a field less than 25 years old, focuses on efficiently utilizing employee knowledge for organizational benefit. It encompasses preserving expertise, sharing information, fostering innovation, and ensuring accessibility. Literature in this area is limited but categorized into general and specialized topics. Three recent articles highlight knowledge management's practical applications in various sectors, emphasizing transparency, unique challenges, and cross-sector learning opportunities.

[To full article](#)