

May 2024

2Know

KM Newsletter



Dr. Moria Levy will speak next month at UNICOM's knowledge management conference in London (Details here [>>](#)), And as a lecturer, she has several free participation tickets. Those interested are asked to contact moria@kmrom.com.

KMGN's next Round Table will be held on May 30, 2024, focusing on ethical issues in artificial intelligence. For details and registration: [Link](#).

As part of ROM's 25th anniversary celebrations, Quiz 2 ended yesterday.

Solution:

1. The number was 30401. It represents the KM ISO standard number (the second and fourth digits mean nothing, and the middle digit is the sum of the edges).
2. According to the standard (and from a review in the ROM website glossary), the standard deals, among other components, with processes to be the solution to the riddle. It is important to note that the version 2 project initiation of the standard was approved and started its work, led by Dr. Moria Levy.

The winner of the challenge is Lisa Romig from the United States. Congratulations! And to all the rest... wait for our next challenge to be published on June 1st.

01

ATP 6- 01.1 Knowledge Management

The ATP 6-01.1 Knowledge Management guide offers military commanders and practitioners detailed insights into implementing knowledge management. It emphasizes key aspects such as roles, processes, and supporting activities, providing valuable strategies for organizational improvement.



[To full article](#)

02

ChatGPT in Knowledge Management and Service Desks

Since its emergence in November 2022, ChatGPT has prompted organizations to explore its integration possibilities and value in knowledge management and service desks. It aids in content creation, structured searches, written communication, and knowledge documentation, albeit with ongoing considerations like data security and human collaboration.

[To full article](#)



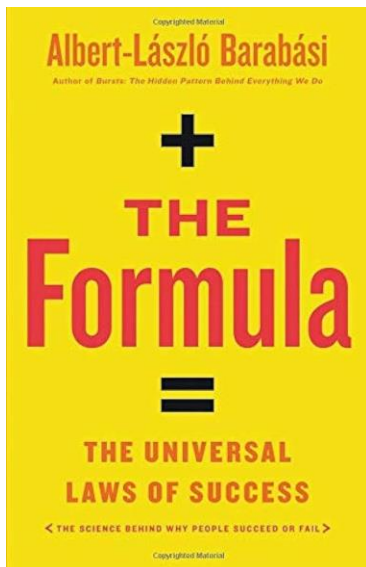
03

Forming a Community of Knowledge Leaders: Turning Knowledge into a Driving Force in the Organization

Establishing a community of knowledge leaders in our organization aims to foster a culture of knowledge management. Through training and collaboration, these leaders promote sharing, tackle challenges, and drive change towards a knowledge-sharing culture.



[To full article](#)



[To full article](#)

04

The Formula- Book Review

Barabási's "The Formula" challenges conventional notions of success, dissecting the gap between performance and achievement. Backed by extensive research, it identifies five key factors driving success while emphasizing the importance of persistence and strategic collaboration.

Monthly Links

Video clip

How to better retain expert knowledge, capturing the tacit knowledge: [Link](#)

Blog

A blog dedicated to exploring ideas and best practices in documentation, technical writing, and customer-centric articles, covering all aspects of content creation and information sharing: [Link](#)

Article

The Forbes article offers a compelling exploration of how AI could elevate Knowledge Management, focusing specifically on improving accessibility. It provides an insightful look into making information more available and usable, and is a recommended read for those interested in the intersection of AI and knowledge access: [Link](#)

The article "AI Knowledge Management, Higher Education and More Tips for Aspiring Business Leaders", published in Techguide, demonstrates again that more populations recognize the connection between AI and KM. We all have to get prepared, as to the closing sentence: "Mastery of AI will undoubtedly provide a competitive advantage for those poised to shape the business landscape ahead." [Link](#)

Conference

International Conference on Information Systems and Technologies ICIST

August 05-06, 2024

Vancouver, Canada

Details: [Link](#)

