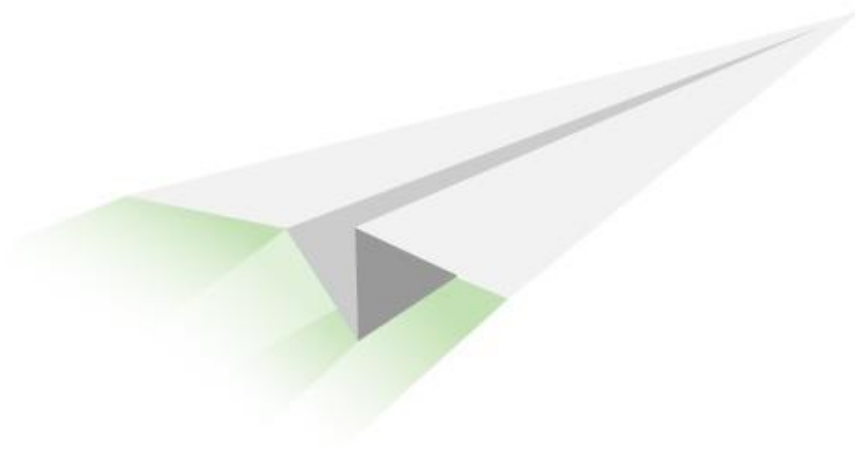


| October 2021 |

# 2Know

KM Newsletter



## ROM News

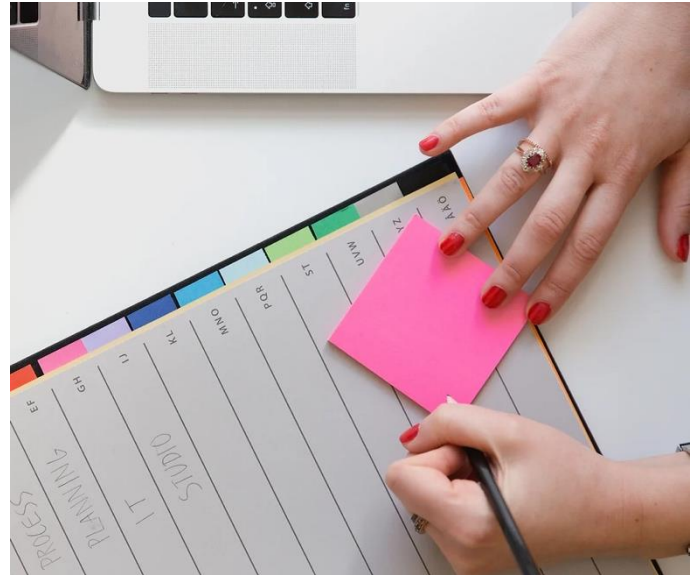


- The contribution of artificial intelligence to knowledge management in service centers - the future is already here - [Link](#)
- Conferences:
  - International Conference on Political Violence and Terrorism**  
October 04-05, 2021  
Dubrovnik Croatia  
<https://waset.org/political-violence-and-terrorism-conference-in-october-2021-in-dubrovnik>

# 01

## Re-aligning your service knowledge management system

The article discusses the common problem of knowledge management systems being underutilized over time due to various reasons such as turnover, lack of training, and burnout. It suggests optimizing content accessibility and writing methods, implementing short-term training sessions, analyzing current knowledge items, updating guidelines, and preparing a work plan for optimizing valuable items in the system. The article emphasizes the importance of investing in the development of the system and listening to edge users. It concludes that occasional optimization projects are preferable to complete system replacements to overcome the challenges of worker turnover and burnout.



[To full article](#)

# 02

## ISO 30401 implementation- where do we start?

Knowledge managers worldwide convene to begin the journey of implementing ISO30401. Organizations with strong KM programs are prioritized as pioneers.



[To full article](#)

## 03

### Tips for using Microsoft Teams

Due to organization's increasing need to enable hybrid work during the Covid19 pandemic, using the Teams app has become ever more prevalent. New possibilities are being discovered daily. The hybrid-style Teams entails enables a smooth, continuous work process from any location, using any device.



[To full article](#)



[To full article](#)

## 04

### Knowledge Management at home

Running a household is similar to running a business, and parents are like CEOs who must ensure that all tasks are completed correctly and efficiently. With the added responsibilities brought on by the COVID-19 pandemic, managing a family can be overwhelming. This article discusses ways to incorporate knowledge management (KM) into managing a household, such as assigning responsibilities, using shared Excel documents and journals, list apps, organizing files in folders, and using Dropbox for file storage. These tips can help make managing a family easier and more efficient.

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# 05

## Continuous Change and Communication in Knowledge Management- Book Review

'Continuous Change and Communication in Knowledge Management' explores change and knowledge management, offering practical tools, motivational strategies, and effective communication in a dynamic global economy.



[To full article](#)