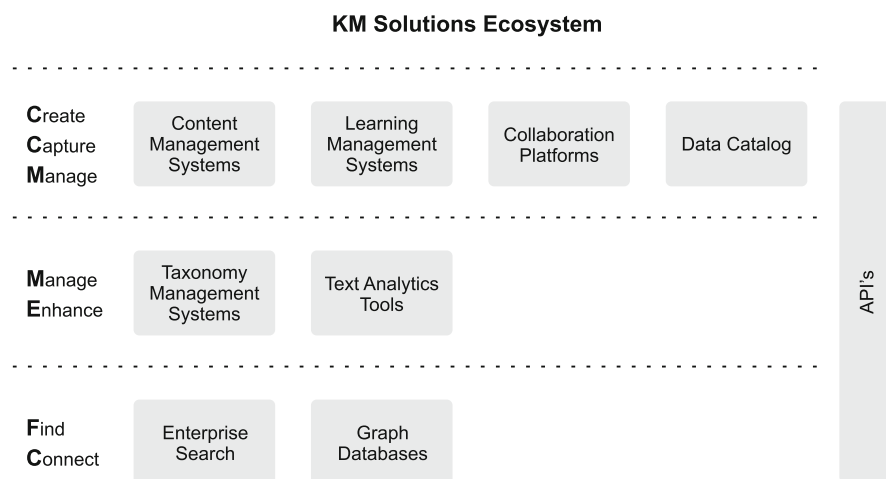


# Understanding KM Systems

This part details the many technologies that together make up a KM suite. For each of the technologies below, we explain what it is and how it is used, common vendors and platforms that meet the need, the features and functions available from the type of tool, and the common KM business problems the tool is commonly used to address. These tools are organized in alignment with our logical KM systems diagram shown in Fig. 6.1.

It is important to note that the simple existence of these technologies doesn't make them KM systems. On the contrary, most organizations already have many of these tools in use. It is only with the appropriate design and integration detailed in this book that these tools come together to form a KM system or KM suite of technologies that address the driving KM and business challenges we've identified herein.

It is also important to note that not every organization needs every type of tool listed here to be considered a mature or advanced KM organization. We present the full suite of tools with the recognition that your own KM strategy and assessment will determine which components you need, how they should be integrated, and how they should be designed to best meet your needs and the needs of your end users.



**Fig. 6.1** The KM solutions ecosystem. © 2021, Wahl/Hilger, reused with permission