Information Systems and Knowledge Management

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1. Data

2. Information and Document

3. Knowledge

1. Data

- **They are primary cells that form the basis for the creation of information.**

2. Information and document (record)

The information can be defined as a processed data set, that has meaning, y and therefore are useful for who should make decisions.

DATA → PROCESSING→INFORMATION

The processes that add value to the data and can be transformed into information*:*

- *Contextualization*
- *Categorization*
- *Condensation*
- *Calculation*

We can define **INFORMATION**:

▶ *data processed communication content (messages)*

▶ providing the new knowledge

▶ *aims and is able to change the way the receiver perceives something,*
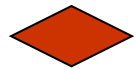
▶ *impacting on their value judgments and behaviors.*

Document/Record

All support capable of communicating information.

Object created with the deliberate intention of transmitting information only (Information Science).

Document/Record Quality

Documents for quality must meet the following criteria**:**

Authenticity
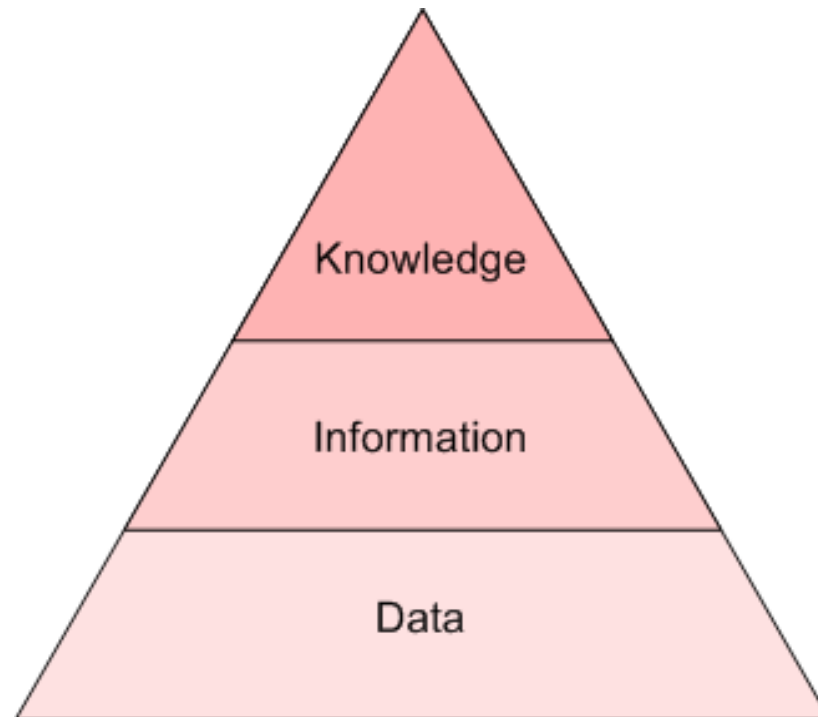•**Its origin should be evident and verifiable**

Fiability
•**The information provided must be verifiable and come from renowned authors and publishers**

Accessibility
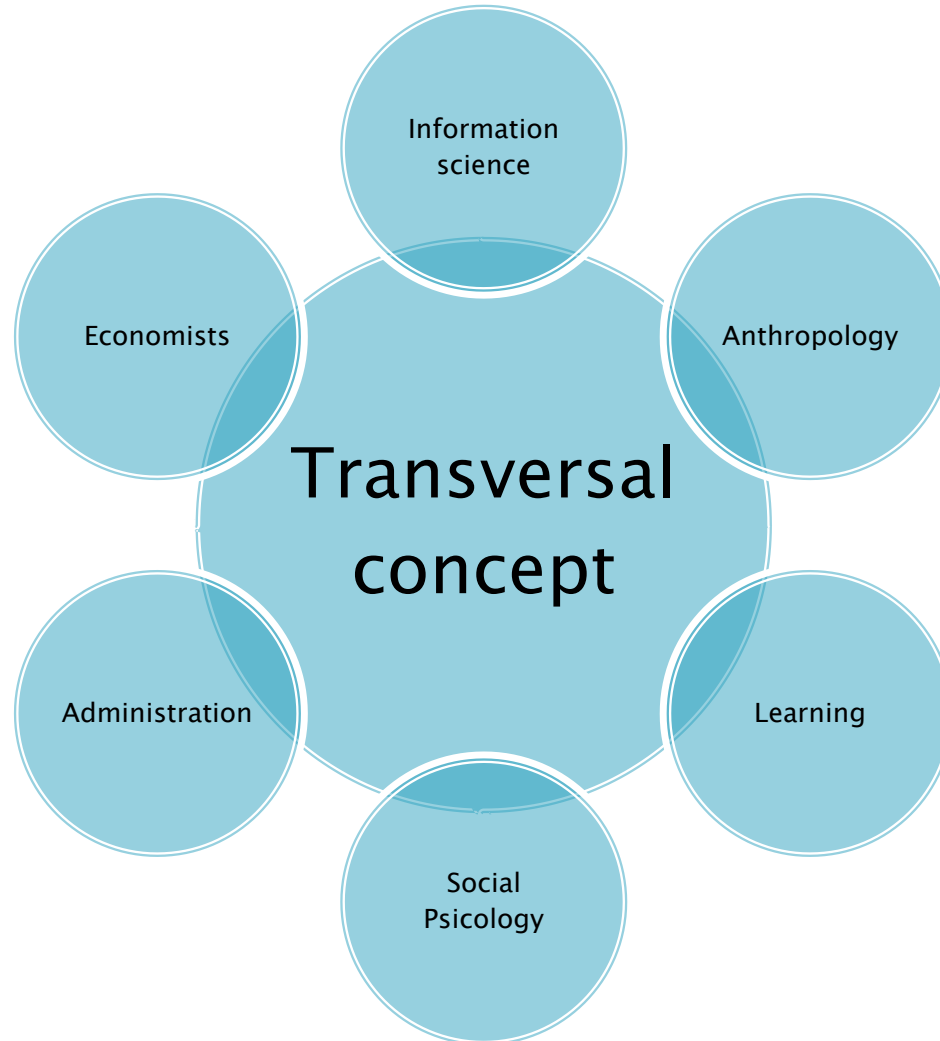•**Must be reachable and usable**

3. Knowledge

Knowledge management (KM)
   a range of strategies and practices used in an organization to identify, create, represent, distribute, and enable adoption of insights and experiences.

   Insights and experiences = **Knowledge**

KM: Points of view

Tipologies of knowledge

Explicit knowledge

- Formal representation

Tacit knowlege

- Undefined

Tipologies of knowledge

- ▸ Procedures
- ▸ Functions
- ▸ Skills
- ▸ Patents
- ▸ Publications
- ▸ Groups
- ▸ Comunities

- ▸ Enviroment
- ▸ Users and consummers

Internal knowledge	External knowlege

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Changes in organizational culture

Thanks you

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