Information Systems and Knowledge Management

Juan Luis Ramos Merino
J. Ignacio Sánchez Galán
9 January 2013
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, and therefore are useful for who should make decisions.

DATA $\rightarrow$ PROCESSING $\rightarrow$ 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
Knowledge

Information

Data
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

Transversal concept

- Information science
- Anthropology
- Learning
- Social Psychology
- Administration
- Economists
Tipologies of knowledge

Explicit knowledge

• Formal representation

Tacit knowledge

• Undefined
Tipologies of knowledge

- Procedures
- Functions
- Skills
- Patents
- Publications
- Groups
- Communities

- Environment
- Users and consumers

Internal knowledge

External knowledge
Changes in organizational culture

- Intangibles assets
- Innovation
- Intellectual capital
- Difficult imitation
- Best decisions
- Human Resources competencies
- Added value

Reward
Thanks you

jluis.ramos@uah.es

jignacio.sanchez@uah.es