

APPENDIX

Knowledge management doesn't come without its problems, and there are various causes and solutions to consider when you encounter them. The common areas of knowledge management problems are related to knowledge creation, retrieving knowledge efficiently and returning exact results, knowledge transfer, and the application of knowledge in situational circumstances. The main cause to these types of problems comes from process, or incorrect knowledge environment structures, or a technical correlation. One solution in these types of problems is work it from the angle of process and nontechnical first. A technical solution will only apply when the existing software or hardware is broken, needs additional capacity, or added infrastructure. The ability to manage knowledge resources is at the core of executing on knowledge disciplines well.

Common enterprise knowledge management issues are:

- The business suffers from unauthorized knowledge content even with a knowledge team and regular knowledge requirement meetings taking place.
- The strategic vision for knowledge management isn't understood or clearly communicated.
- Communications through electronic delivery.
- Content with proper context.
- Lack of or inconsistent staff involvement.
- Weak cost analysis.

- Realizing the benefits from formal knowledge management.
- Users impacted or burdened with excessive time constraints to search and retrieve knowledge.
- How knowledge is presented within the organization.
- The content quality to detail is insufficient.
- Knowledge management structures or resulting in poor customer service or poor customer experiences.
- High volumes of knowledge content.
- The amount of unused knowledge sitting in storage.
- Inadequate balance between supply and demand of knowledge and having it available at the right time to the right audience with the right content. This problem is often caused by extremism have either too much technology or not enough.
- Using up budgets supporting and storing big data. When a substantial amount of this big data is not in use.
- Misuse of policies or not setting sufficient quality policies around knowledge management.
- Inadequate knowledge plans.
- Unclear descriptions on how knowledge repositories are used.
- Designs missing content formatting and repository structure.