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Knowledge management systems — Requirements

AMENDMENT 1

Systèmes de management des connaissances — Exigences

AMENDEMENT 1

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This document was prepared by Technical Committee ISO/TC 260, *Human resource management*.

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Knowledge management systems — Requirements

AMENDMENT 1

Add or replace the following entries in Clause 3.

3.2

interested party (preferred term)

stakeholder (admitted term)

person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

EXAMPLE Customers, owners, people in an organization, suppliers, bankers, unions, work councils, partners or societies that can include competitive or pressure groups.

3.4

management system

set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning and operation.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 to entry: A system can include human and group dynamics and behaviours.

3.20

correction

action to eliminate a detected nonconformity

[SOURCE: ISO 9000:2015, 3.12.3, modified — Notes to entry deleted.]

3.23

collaboration

two or more people working together with an agreed common purpose

Note 1 to entry: Collaboration often takes place across functional, organizational, geographic or other boundaries.

Note 2 to entry: Collaboration involves trust, social interaction and the sharing of knowledge.

3.25

knowledge

human or organizational asset enabling effective decisions and action in context

EXAMPLE Insights, know-how and codified knowledge.

Note 1 to entry: Knowledge can be individual or collective.

Note 2 to entry: The many types and forms of knowledge are relevant for different purposes and in different contexts.

Note 3 to entry: Knowledge is acquired through learning or experience.

3.26

knowledge management

holistic, cross-functional discipline and set of practices, focused on knowledge, that improve organizational performance

Note 1 to entry: Knowledge management includes, but is not limited to, the creation, acquisition, application, maintenance, sharing and protection of knowledge to create organizational value.

3.28

knowledge management system

part of a management system with regard to knowledge

Note 1 to entry: The system elements include the organization's knowledge management culture.

3.29

organizational culture

values, beliefs and practices that influence the conduct and behaviour of people and organizations

[SOURCE: ISO 30400:2016, 3.2]

3.31

before action review

BAR

method for identifying and addressing risks and opportunities before a task or activity starts

Note 1 to entry: Before action review usually includes identifying relevant lessons learned and dialogue with people who have relevant knowledge.

3.32

codified knowledge

knowledge represented using words, numbers, images or other symbols

Note 1 to entry: Codification of knowledge is a common process in knowledge management because codified knowledge is easy to share.

Note 2 to entry: 'Codified' often means 'documented' or 'written down' but can also include other representations such as spoken words, musical scores and machine-readable code.

Note 3 to entry: Codified knowledge is always a partial representation of knowledge.

3.33

community of practice

network of people who share and create knowledge relating to a specific field of practice

Note 1 to entry: Communities of practice are widely used in knowledge management as stewards of knowledge in their field of practice.

Note 2 to entry: Communities of practice often span internal and external organizational boundaries. They can be formal or informal, and self-organizing or structured.

Note 3 to entry: Communities of practice are distinguished from other types of community and network by three characteristics: they focus on a specific domain, their members are active practitioners in that domain and there is regular interaction between members.

3.34

critical knowledge

knowledge that has a highly significant impact on organizational performance

Note 1 to entry: Identifying critical knowledge helps organizations develop and prioritize knowledge management system requirements.

Note 2 to entry: Critical knowledge varies between industries, sectors and organizational types.

Note 3 to entry: Critical knowledge can be in any form, including, but not limited to, individual insights, know-how and codified knowledge.

3.35

knowledge cafe

method of structured social interaction that generates insights into a common issue or interest

Note 1 to entry: Successful knowledge cafes are informal, relaxed and non-confrontational to foster open dialogue and generate deeper and wider understanding and insights.

3.36

knowledge creation

generation of knowledge previously unavailable to the organization

Note 1 to entry: Knowledge can be created within or outside the organization or co-created between organizations.

Note 2 to entry: Knowledge can be created in many ways, including, but not limited to, research, innovation processes, discussion, practice and individual or group reflection.

3.37

knowledge work

task or activity in which knowledge is significant

Note 1 to entry: Knowledge is often an input to and result of knowledge work.

Note 2 to entry: Most knowledge work is carried out by people with relevant domain knowledge and expertise.

3.38

lessons learned

changes in behaviour as a result of learning or of recommendations from experience

Note 1 to entry: Learning from experience often takes place in debriefing or review sessions. Lessons (recommendations) are often captured so they can be widely shared.