

A Modern Knowledge Infrastructure: Properties and Capabilities

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A modern knowledge infrastructure has specific technological properties that enable organizations to function with far greater efficacy. It is digital, modular, mobile, reliable, global, unified, accessible, update-able, fast, and interactive. These ten properties of a modern knowledge infrastructure in turn enhance the capabilities of the knowledge management system. The strengthened capabilities of the infrastructure lie in: (1) management potential; (2) utilization of knowledge; (3) knowledge distribution; (4) employee involvement; (5) employee performance; (6) employee versatility; (7) organizational processes; and (8) recovery of tacit material.

These capabilities yield benefits to the organization as a whole and to individual organizational members. Capabilities 1, 2, 7, and 8 enhance primarily the organization; in contrast, capabilities 3, 4, 5, and 6 enhance the organization, but through the individual. A knowledge infrastructure thus works to promote individual organizational members, understanding that the organization as a whole is most likely to benefit through the advancement of the individual.

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