INFORMATION TECHNOLOGY-
A CATALYST FOR KNOWLEDGE MANAGEMENT IN ORGANIZATION

VIJAY KUMAR THOTA*; SRIKANTH ANTHARGAM**

* LECTURER,
DEPARTMENT OF COMMERCE & BUSINESS MANAGEMENT
UNIVERSITY COLLEGE OF ARTS, SOCIAL SCIENCES AND COMMERCE
SATVAHANA UNIVERSITY, KARIMNAGAR.

**SR. SYSTEMS ENGINEER, GLOBAL BUSINESS SERVICES,
IBM INDIA PVT LTD.

ABSTRACT
The research paper concerns the role of Information technology has a vital scope in the field of knowledge management in an organization. Knowledge management experts believe that some of today’s most successful and accessible knowledge management systems are based on the simple assumption that a knowledge management system is a searchable, sharable and easily retrievable repository of heterogeneous information types. The availability of new information technology, particularly the World Wide Web, has been instrumental in catalyzing the knowledge management movement. Information technology, if well resourced and implemented, provides a comprehensive knowledge base that is speedily accessed, interactive, and of immediate value to the user. However, there are also many examples of systems that are neither quick, easy-to-use, problem-free in operation, nor easy to maintain. Most of the technological tools now available tend to help dissemination of know-how, but offer less assistance for knowledge use. Tools that assist in knowledge creation are even less well developed, although collaborative workspaces offer promising opportunities. By enabling participation, across time and distance, in project design or knowledge-base development, the most knowledgeable about development problems can actively contribute to their resolution. Some of the more user-friendly technologies are the traditional ones-face-to-face discussions, telephone, electronic mail, and paper-based tools such as flip carts. More recently, electronic databases, audio and video recordings interactive tools and multimedia presentations have become available to extend the techniques for capturing and disseminating content.

This paper made an attempt to study both information technology and Knowledge management acts as the catalyst for organization change. It entails processes associated with sharing, exchanging, and creation and disseminating of knowledge. The study presents the channel of information technology in knowledge management in organization for developing business competitive advantage.

KEY WORDS: Knowledge management, Information technology, Web, competitive advantage.