

Classification of Knowledge Management Tools (Modern Framework)

Knowledge management tools are divided into three main categories, based on their function and role within an organization:

1. Technological and System Tools
2. Search and Organization Tools
3. Social and Collaborative Tools

1. Technological and System Tools

These tools provide the technological infrastructure for knowledge management, by collecting, storing, organizing, and distributing knowledge across the organization. This category mainly deals with explicit knowledge.

Type of Tool	Function / Role	Examples
Document Management Systems (DMS)	Store, organize, and control access to documents and files	MS SharePoint – Oracle iFS – Laserfiche
Content Management Systems (CMS)	Manage, create, and distribute digital content within the organization	WordPress – Drupal – Joomla
Knowledge Repositories and Databases	Store explicit knowledge and lessons learned in a central location	Knowledge Repositories – Internal Databases
Data Storage and Analysis Tools	Analyze large data sets and extract useful knowledge	SAP BW – Oracle Data Warehouse
Decision Support Systems (DSS)	Assist management in making knowledge-based decisions	Power BI – Tableau – BI Dashboards
Artificial Intelligence and Expert Systems	Simulate expert reasoning and automatically discover knowledge	Chatbots – Expert Systems – Neural Networks

Goal: To build the technological foundation that supports the capturing and processing of organizational knowledge.

2. Search and Organization Tools

These tools are used to search for, organize, and retrieve knowledge easily and efficiently. They connect scattered pieces of information and transform them into accessible knowledge.

Type of Tool	Function / Role	Examples
Knowledge Maps and Skill Management Tools	Identify areas of expertise and link knowledge to individuals	Knowledge Maps – Skill Management Systems
Taxonomy and Ontology Tools	Organize concepts and define logical relationships between them	Protégé – Knowledge Graphs
Search Engines and Indexing Systems	Facilitate access to documents and knowledge resources	Enterprise Search Engines – ElasticSearch
Tagging and Metadata Systems	Classify knowledge based on categories and content	Tagging Features in CMS or SharePoint

Goal: To organize knowledge and simplify its search and retrieval process.

3. Social and Collaborative Tools

These tools focus on the human and communicative aspects of knowledge management — sharing and exchanging knowledge among individuals and teams. They primarily deal with tacit knowledge.

Type of Tool	Function / Role	Examples
Groupware Systems	Enable teams to communicate and collaborate in real time	Microsoft Teams – Slack – Google Workspace
Communities of Practice (CoPs)	Professional groups that share experiences and knowledge	Discussion Forums – Professional Communities
Social Media and KM 2.0 Tools	Promote informal knowledge sharing through social interaction	Yammer – Wikis – Blogs – Workplace by Meta
Mentoring, Storytelling, and Workshops	Transfer knowledge through personal experience and interaction	Mentoring – Storytelling – Knowledge Workshops

Goal: To encourage collaboration, participation, and knowledge exchange within the organization.

Summary of the Classification

Main Category	Primary Focus	Examples of Tools
Technological and System Tools	Technological infrastructure for storing and managing knowledge	DMS – CMS – DSS – AI Tools
Search and Organization Tools	Classifying, organizing, and retrieving knowledge	Knowledge Maps – Ontologies – Search Engines
Social and Collaborative Tools	Sharing and exchanging knowledge among people	Teams – Wikis – CoPs – Mentoring

Academic Conclusion

Knowledge management tools can be classified into three integrated categories:

1. Technological and System Tools – for managing and storing knowledge.
2. Search and Organization Tools – for organizing and retrieving knowledge.
3. Social and Collaborative Tools – for sharing and creating knowledge among individuals.

Knowledge Management Tools Used by Microsoft:

Microsoft uses several tools to manage and share knowledge internally and externally:

MICROSOFT SHAREPOINT

A platform for document management, collaboration, and information sharing. Employees can store, organize, and access knowledge in one central place. Helps prevent loss of information and promotes transparency.

MICROSOFT TEAMS

A communication and collaboration tool that integrates chat, meetings, and file Sharing. Encourages knowledge sharing through group channels and discussions. Supports both synchronous (real-time) and asynchronous communication.

YAMMER

A social networking service for internal communication. Enables employees to share ideas, ask questions, and connect across departments. Builds a culture of open knowledge exchange.

MICROSOFT VIVA

A newer platform focused on employee experience and learning. Integrates insights, learning materials, and expert connections directly into Teams. Promotes continuous learning and development

Conclusion :

Microsoft's success in knowledge management shows the importance of using digital Tools strategically.

By combining platforms like SharePoint, Teams, Yammer, and Viva, Microsoft Created an ecosystem that supports learning, innovation, and organizational growth. This case proves that effective KM tools are essential for maintaining a competitive Advantage in the digital era.