

Jennex (2005) defined KM as the practice of selectively applying knowledge from previous experiences of decision making to current and future decision-making activities with the express purpose of improving the organization's effectiveness. Another key definition of KM includes Holsapple and Joshi (2004), who consider KM as an entity's systematic and deliberate efforts to expand, cultivate, and apply available knowledge in ways that add value to the entity in the sense of positive results in accomplishing its objectives or fulfilling its purpose. This perception of KM and KM systems is that they holistically combine organizational and technical solutions to achieve the goals of knowledge retention and re-use in order ultimately to improve organizational and individual decision making. The entity's scope may be individual, organizational, transorganizational, national, and so forth.