

## عنوان مقاله:

Knowledge management system in organizations: Definition, process, tools, practical framework, and its relationships with Business Intelligence and Competitive intelligence: A review

## محل انتشار:

هفتمین کنفرانس ملی و اولین کنفرانس بین المللی مدیریت دانش (سال: 1394)

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## خلاصه مقاله:

In today's organization, knowledge management and providing an optimal business intelligence system is supposed as a critical success factor. So the trend to achieve an efficient and effective knowledge management system is increasing sharply. There are many various options to select which maybe mislead the companies to make the best choice, and also there are many different concepts or even systems that have overlapping area in the definition and application. This paper tries to concern all the critical concepts related to organizational information such as knowledge management (KM), Business Intelligence (BI) and Competitive Intelligence (CI) and illustrate their relationships with together and their placement in the process of information analysis and decision making in the organization. As the results of investigations shows, external business knowledge collected and analyzed by competitive intelligence, merging with external business knowledge from KMS can optimize the outcome of business intelligence systems for decision making.

## کلمات کلیدی:

Business Intelligence, Competitive Intelligence, knowledge management systems

## لینک ثابت مقاله در پایگاه سیویلیکا:

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