



Information Technology for Knowledge Management

Uwe M. Borghoff, Remo Pareschi, D.K. Holtshouse

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As we approach the beginning of the 21st century, we are beginning to see the emergence of knowledge management as a natural evolution of the focus and importance of quality in the 1980s and reengineering in the 1990s. Quality placed a huge emphasis on getting all employees to use their brainpower better. Reengineering emphasized the use of technology to streamline business processes and take out costs. With the lessons of quality and reengineering firmly embedded in our everyday operations (continual cost containment and higher quality is a way of life), businesses are now turning their attention to growth. Growth is a common pursuit. Customers are calling for it. Financial markets are calling for it. Employees are asking for it because they want an exciting and stimulating environment in which to work. If a business doesn't grow, it will eventually die because knowledge workers of the 21st century won't want to work with or for a business that's not growing. Skilled workers have plenty of options to choose from as demand for knowledge workers escalates around the world.

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