

Perancangan Sistem Manajemen Pengetahuan di Divisi Plant Operation PT. UTE

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Abstrak

Many problems that arise in this knowledge-based competition era shave organizations and companies to re-invent the way they run their businesses. Knowledge as most valuable asset which is held in employees' brain has significant role for the business process. Some problems like the retirement of employee which causes losses of knowledge, the obscurity of knowledge location which makes knowledge workers difficult to find and access knowledge, low utilization of information technology for knowledge management, and the tack of clarity of document management, all of that make organization performance run slowly. In this research, knowledge management system is designed to manage knowledge by using SMARTvision method consist of strategize and model phase. This knowledge management design comprises knowledge mapping knowledge development, the use of information technology, document mapping, and procedures used for knowledge management. And the final result is comprehensive knowledge mapping which show the integration of knowledge taxonomy in each department, gap measurement, knowledge references, expert list, and document management completely which will become an initiation for knowledge management implementation.