THE IMPACT OF AI AND ADVANCED TECHNOLOGIES ON KNOWLEDGE MANAGEMENT

Research Sponsorship Opportunity

We are on the brink of a paradigm shift involving the fundamental human processes that guide information discovery, insight extraction, problem solving, and decision making. Cognitive computing and predictive analytics are just starting to permeate our personal and professional lives and transform how we learn and interact in the digital world.

The purpose of this study is to synthesize current thinking and experiences regarding the application of emerging digital and "smart" technologies in the discipline of knowledge management. Key topics include digital and cloud platforms, virtual/augmented reality, intelligent content curation and search, text and predictive analytics, automation and bots, machine learning, anticipatory knowledge delivery, and AI/cognitive computing.

AUDIENCE

- Chief knowledge officers, KM program leaders, directors, and managers
- CIOs, CTOs, and other leaders responsible for implementing new knowledge technologies
- Others interested in the impact of AI and digital technologies on the flow of information and knowledge inside organizations

RESEARCH QUESTIONS

- What is the business case for applying AI/advanced technologies in KM?
- Which technologies should KM professionals expect to affect their KM programs in the next 12-18 months? Which technologies will not have an immediate impact, but may have a profound one further down the road?
- Who's responsible for the advanced technology strategy inside the organization? What's involved in building advanced technology into the enterprise KM strategy? What indicators should KM leaders look at, what factors should drive decisions, how far ahead should organizations plan, and what does a good roadmap look like?
- How can KM leaders get a seat at the table in terms of developing/honing the broader organizational strategy for AI, digitization, and advanced technology?
- What, if any, practical steps should KM leaders take now to experiment with, pilot, or plan for AI and advanced technology?
- What are the risks to KM, and what steps should KM leaders take to address those risks?
- What skills/traits should KM leaders look for (and coach) to "future proof" their teams as advanced technologies become a bigger part of the landscape?

METHODS

♦ Secondary and foundational research
♦ Interviews with KM and technology leaders, experts, and advanced practitioners across a range of industries
♦ Incorporation of data from APQC's 2017-2018 survey on robotic process automation

DELIVERABLES

♦ APQC white paper including sponsor's perspective
♦ Research overview
♦ Promotions for research deliverables across multiple media platforms
♦ Webinar event showcasing research results and sponsor's thought leadership
♦ Presentation and recording
♦ List of attendees who opt in to share name and organization

For more information, contact Cathy Hill at chill@apqc.org or +1-713-685-4652.

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.