

Ans 3

Difference between information management and knowledge management.

Knowledge management	Information management
1. Focus on capturing tacit & explicit information	1. Focus on recording and processing explicit information.
2. Designed for distributed access storage and control	2. Design for centralized information storage and control
3. Employs technologies for knowledge discovery	3. Dependent of well defined enquiries for retrieval
4. add value for growth innovation and leverage	4. Required to maintain mission critical enterprise data.



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5. Find ability of under structured at the time of need

5. serves as a single source of truth

6. Deconstruction of content allowing for reducing staff time to proficiency

6. consistency and continuity in customer service