



Ques 2 :->

Advantage of Modelling

1. improved organizational agility
2. better and faster decision making
3. quick problem solving
4. better communication
5. improved business process

Disadvantage of Modelling :->

1. develop clear process to capture business knowledge
2. define the scope of any KM initiatives
3. Considered budgets, strategy and training need for any new KM.
4. Consider change management strategies for introducing new KM.

Groupware :->

-> Groupware is a term that refers to technology design to help people collaborate and include a wide range of application

Types of Groupware

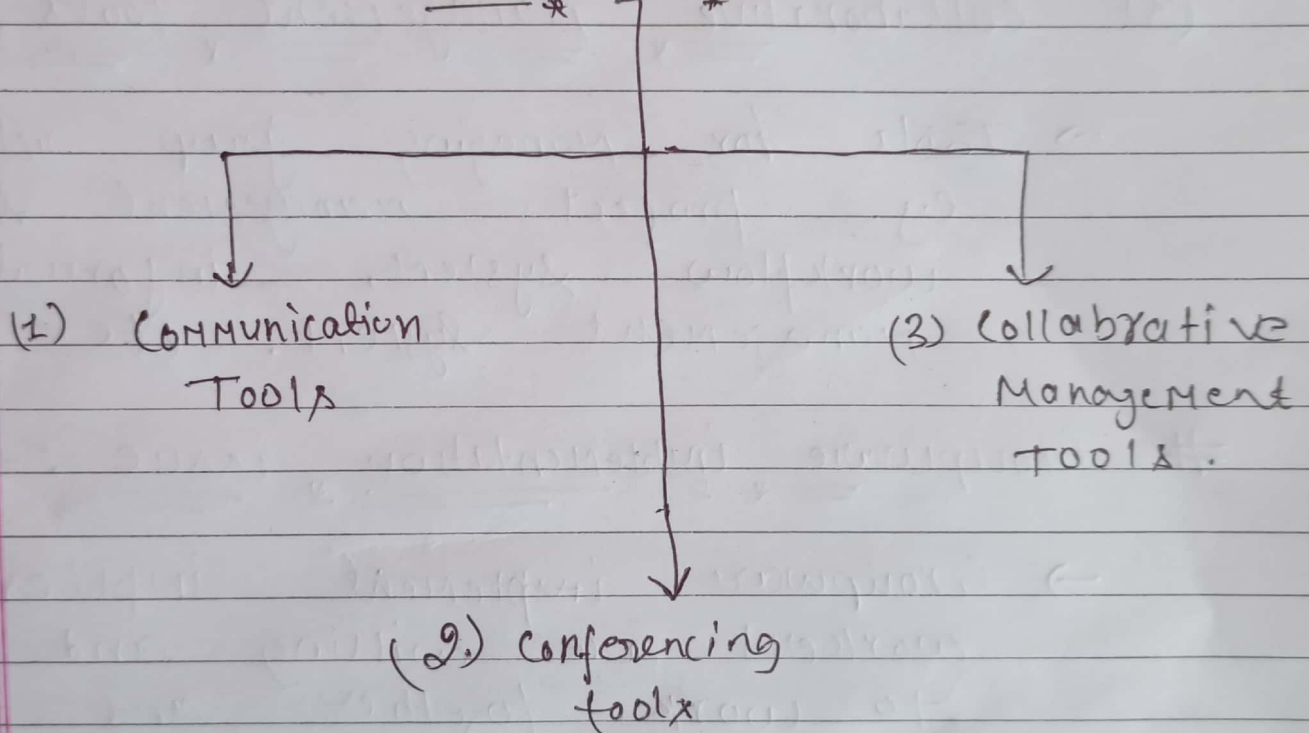


fig:-> types of groupware.

(1) Communication tools :->

→ Tools for sending message and files including email, web publishing, wikin, file sharing etc.

(2) conferencing tools :->

→ eg. video/audio conferencing, chat etc.

(3) collaborative management tools :->

→ Tools for managing group activity
eg. project management system, workflow system, information management system. etc.

Groupware implementation issue :->

→ Groupware implement implies that workers are willing and able to work together and to share their knowledge.

→ Implementation of groupware system have had numerous failures.