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## **RESEARCH OF FEATURES OF KNOWLEDGE MANAGEMENT TECHNOLOGY TO IMPROVE THE EFFICIENCY OF AN ENTERPRISE**

***Annotation.** Features of the technology of knowledge management (KM) with the aim of creating the conditions in the company in which his IT infrastructure will serve as a powerful innovative resource are considered in this work.*

The needs of society are a powerful incentive for the development of the economy.

The main prerequisite of economic need for "knowledge management" was the transformation of knowledge into a valuable asset market and the desire of enterprises and organizations to use it to enhance their competitive advantage.

Any organization that wants to succeed in the current firm's global information economy required an intelligent, comprehensive and easy to use system for inventory management of knowledge that can not only efficiently provide access to knowledge, but also facilitate the acquisition of new knowledge.

Modern information technologies (Information Technology, IT) are an integral part of process of fundamental change in management structure (reengineering [1,2]), significant design factor for its success, main instrument for the formation of new features, including opportunity of management of stock of knowledge.

Progress in IT leads to increased demand for reengineering. The use of IT in the enterprise allows to better interact with customers and organize new way of service, finance, information.

At present, the success achieved mainly companies and organizations whose leadership can organize technological and organizational processes, based on the growth of its creative component of work. Taking this into account, in today's world desperately needed new methods of development of organizations, and their IT infrastructure.

IT infrastructure implements the exchange of knowledge and information in the enterprise. It is essential to create an environment in which the information received, the accumulated knowledge and experience are EFFECTIVELY used to perform important tasks for the enterprise. In many cases an important role in providing practical IT infrastructure play technology solutions.

In recent years Ukrainian companies created technology solutions portals or other depositories used with the word "knowledge". They randomly filled with information and formalized knowledge (letters, reports, etc.) according to the principle "everything matters ." However, no organizational procedures for the effective operation of such resources are used. Clear answer how the process of sharing knowledge and information in such an approach are controlled and evaluated can not be given. The answer may be the embodiment of knowledge management system.

The structure of such a system should include technological, organizational, and human components. The result of successful knowledge management system must be the organization of effective exchange of information and knowledge.

The concept of knowledge management technology is based on the increasing part of the creative work, that is symbiosis of humanitarian and engineering approaches for the development

of IT-infrastructure, which today is the most popular tool for transformation. The result of implementation of technology of knowledge management is to create conditions in the company in which the acquired knowledge will foster multiplicative effect relative to other factors of production, affecting the efficiency of their application.

Purpose of this work is to study features of the technology of knowledge management (KM[5]) with the aim of creating the conditions in the company in which his IT infrastructure will serve as a powerful innovative resource.

This paper analyzes approaches to the study of information - syntactic and semantic [5], the main components of the KM in the enterprise. Also three components of the knowledge management system - people, processes and technology [4] were analyzed but the main focus of research has been made on the technology component.

It was also studied the problem of working with unstructured knowledge [4] that has anthropogenic features, in most cases created by man. The features of a technology KM: access to information, collaboration and content management. Proposed decision to be taken in the design of knowledge management system in the enterprise.

### **Conclusions:**

- With the technology of knowledge management organization will be able make a profit from the amount of knowledge or intellectual capital at its disposal.
- Profits can be made in the case, if the knowledge can be applied to create a more effective and efficient processes. As traditional methods of re-engineering, knowledge management gives the company an immediate financial results - thanks to reduced costs (no longer need to "reinvent the wheel") or an effect of a different kind, for example, by reducing the production cycle (product is created faster, delivered it to consumers faster, receiving of payments are faster), which improves cash flow.
- Key decisions examined by the work in the description of the process of developing the KMS can be used during the design of a particular enterprise knowledge management system.

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**ВИЗНАЧЕННЯ УЗАГАЛЬНЕНОГО ПОКАЗНИКА ЯКОСТІ ДЛЯ ЗАСОБІВ  
КЛАСТЕРИЗАЦІЇ ІЗ ЗАБЕЗПЕЧЕННЯМ ОБРАЗУ ЦІЛІСНОЇ СИСТЕМИ**