

Abstract Details

Title: Application of Knowledge Management in Telecommunication Sector

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Abstract: Knowledge Management helps to share knowledge and has become an important success factor for business organizations. Globalization has made telecommunication sector as the backbone of industrial and economic development of many countries and has become the integral part of the infrastructure of the global economy. Telecom sector is in an ongoing process of transforming into next generation network. With its immense business growth, telecommunication companies have to implement knowledge management systems to systematically manage knowledge created within the organization. This study explores the emerging role of Knowledge Management (KM) system in the telecommunication sector.

Keywords: Knowledge Management, Telecommunication Sector, Knowledge Management System.