

Knowledge Management Systems for Smart Services: A Synthesis of Design Principles

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ABSTRACT

Smart services have become increasingly important in the last few years. The provision of smart services combined with product portfolios is advantageous because individual contexts of customers who use the products are addressed. While various and frequently changing data are collected and analyzed, specific knowledge is necessary to turn data into valuable information. A knowledge management system (KMS) adapted to requirements of provided smart services is necessary to aggregate, maintain, and provide knowledge. With a comprehensive literature review over 157 papers, we extracted requirements for KMS for smart services (Smart Service KMS). We present ten design principles derived from the requirements focusing