Enterprise Content Management Systems as a Knowledge Infrastructure:
The Knowledge-Based Content Management Framework

Thang Le Dinh, Université du Québec à Trois-Rivières, Trois-Rivières, Québec, Canada

Tim A. Rickenberg, Leibniz Universität Hannover, Hannover, Germany

Hans-Georg Fill, University of Vienna, Vienna, Austria

Michael H. Breitner, Leibniz Universität Hannover, Hannover, Germany

ABSTRACT

The rise of the knowledge-based economy has significantly transformed the economies of developed countries from managed economies into entrepreneurial economies, which deal with knowledge as both input and output. Consequently, knowledge has become a key asset for organizations and knowledge management is one of the driving forces of business success. One of the most important challenges faced by enterprises today is to manage both knowledge assets and the e-collaboration process between knowledge workers. Critical business knowledge and information is often contained in mostly unstructured documents in content management systems. Therefore, content management based on knowledge perspectives is crucial for organizations, especially knowledge-intensive organizations. Enterprise Content Management has evolved as an integrated approach to managing documents and content on an enterprise-wide scale. This approach must be enhanced in order to build a robust foundation to support knowledge development and the collaboration process. This paper presents the KBCM (Knowledge-Based Content Management) framework for constructing a knowledge infrastructure based on the perspective of knowledge components that could help enterprises create more business value by classifying content formally and enabling its transformation into valuable knowledge assets.

Keywords: Design Science Research, Enterprise Content Management, Information Management, Knowledge Management, Knowledge-Based Content Management Framework