Integrating Knowledge-based Management and Artificial Intelligence

Prof. Dr. Andreas Brandner

8th International Knowledge Based Management Conference

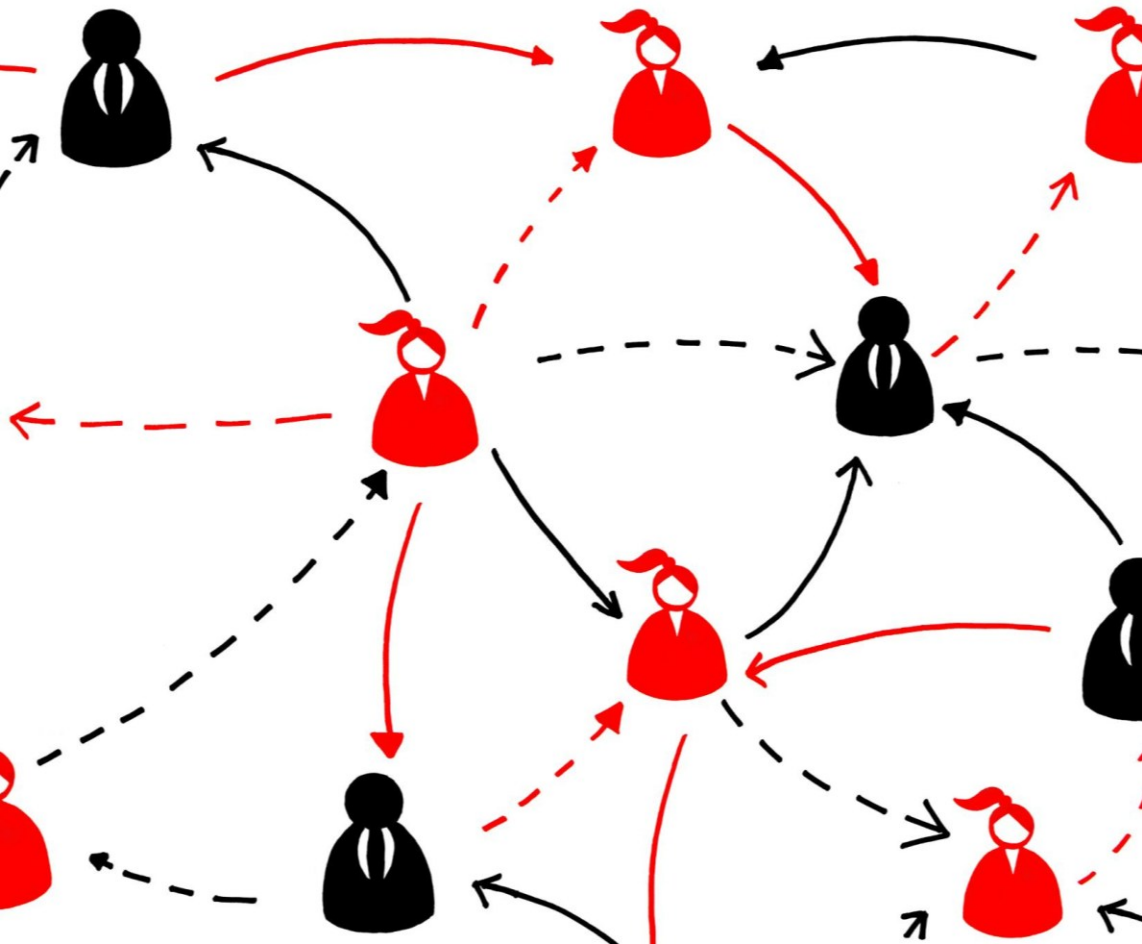Tehran, 8 October 2025

Knowledge is at the heart of sustainable development!

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KNOWLEDGE-BASED MANAGEMENT

Knowledge-based Management

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Partnership

Systematic Approach to Knowledge

Knowledge Management is a structured approach to capture, distribute, and use knowledge efficiently within organizations.

Enhancing Organizational Performance

Effective knowledge use improves organizational performance by enabling better decision-making and problem-solving.

Fostering Innovation

Knowledge management encourages innovation by facilitating idea sharing and creative collaboration among employees.
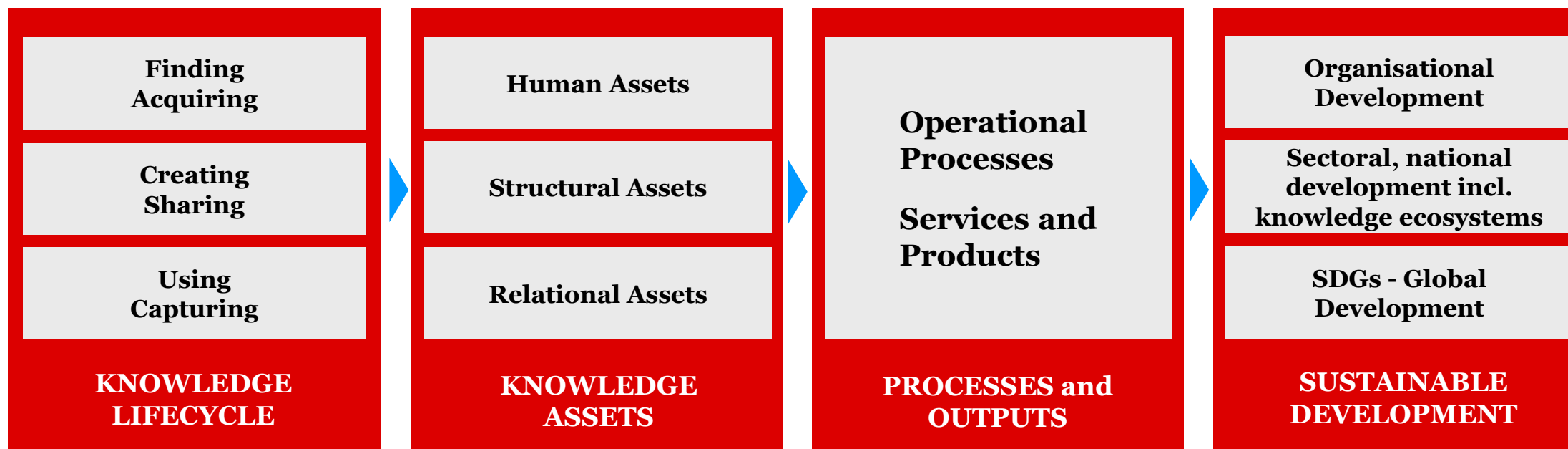
Societal Development based on knowledge

Knowledge contributes equally to societal development and healthy relationships in economy, society, and environment.

The KM4D Framework

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Knowledge Leadership and Governance

Finding Acquiring	Human Assets	Operational Processes	Organisational Development
Creating Sharing	Structural Assets	Services and Products	Sectoral, national development incl. knowledge ecosystems
Using Capturing	Relational Assets		SDGs - Global Development
KNOWLEDGE LIFECYCLE	**KNOWLEDGE ASSETS**	**PROCESSES and OUTPUTS**	**SUSTAINABLE DEVELOPMENT**

Monitoring and Learning

The Agenda Knowledge for Development

see www.k4dp.org/agenda

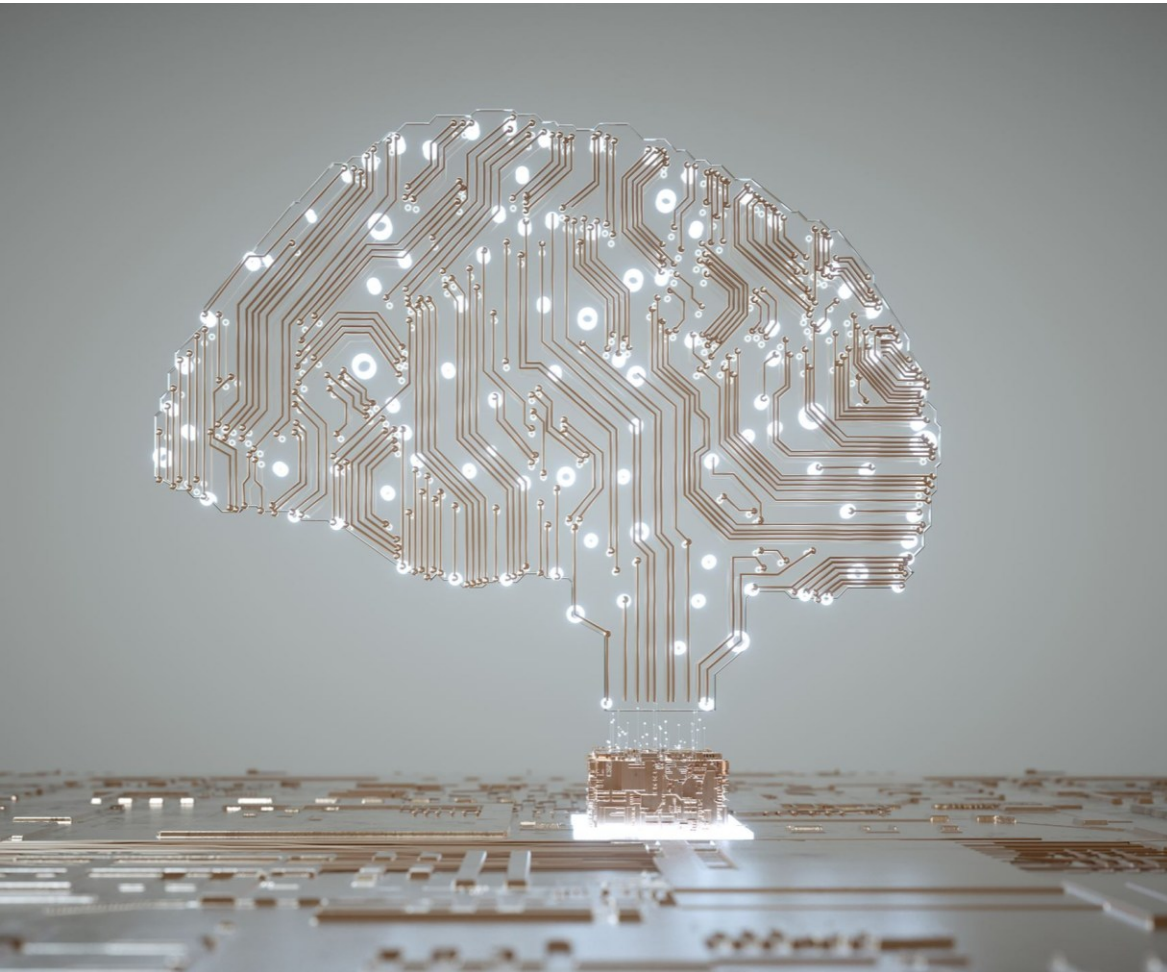The KDGs are a key element and based on the statements of the 150+ authors.

E Goal 1:   Pluralistic, diverse and inclusive knowledge societies
E Goal 2:   People-focused knowledge societies
E Goal 3:   Strengthening local knowledge ecosystems
E Goal 4:   Knowledge partnerships
E Goal 5:   Knowledge cities and rural-urban linkages
E Goal 6:   Advanced knowledge strategies in public and development organisations
E Goal 7:   Capture, preservation and democratisation of knowledge
E Goal 8:   Fair and dynamic knowledge markets
E Goal 9:   Safety, security, sustainability
E Goal 10: Legal knowledge
E Goal 11: Improved knowledge management competences
E Goal 12: Institutions of higher education to play an active role
E Goal 13: Information and communication technologies for all
E Goal 14: The arts and culture are central to knowledge societies
E Goal 15: Knowledge of nature

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Agenda Knowledge
for Development

Strengthening Agenda 2030 and
the Sustainable Development Goals

Knowledge for Development Partnership

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ARTIFICAL INTELLIGENCE:

A GAMECHANGER

Definition and core concepts of AI

Artificial Intelligence: Definition

AI involves computer systems performing tasks that usually require human intelligence.
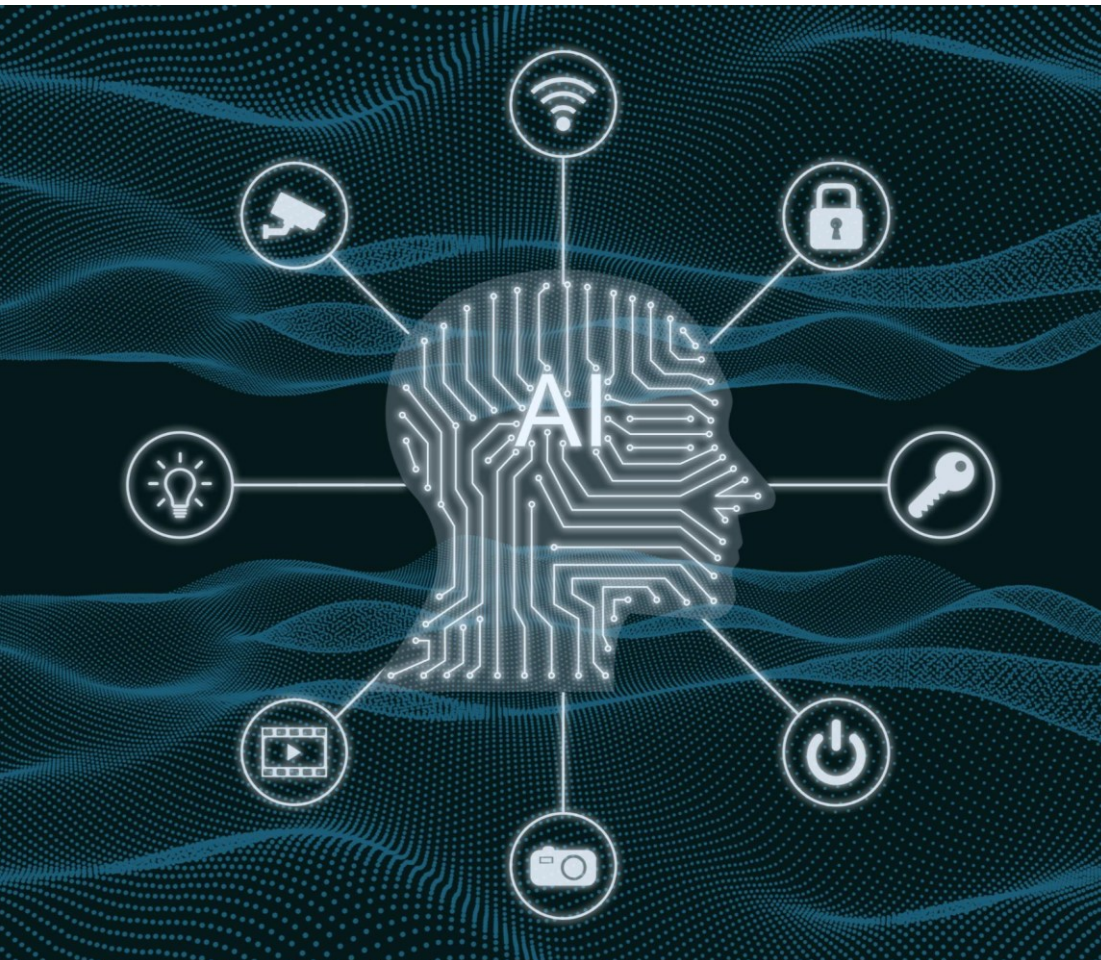
Learning and Reasoning

AI systems learn from data and apply reasoning to solve problems effectively.

Natural Language Processing

AI enables machines to understand and generate human language for communication.

Types and Applications of AI

AI Types Overview

Key AI types include machine learning, deep learning, and natural language processing for various intelligent tasks.

Customer Service Applications: AI enhances customer service through chatbots and virtual assistants, improving response time and satisfaction.

Predictive Analytics: Businesses use AI-powered predictive analytics for forecasting trends and informed decision-making.

Automation and Decision Support: AI automates repetitive tasks and supports complex business decisions for efficiency and accuracy.

Trends and Advancements

Generative AI Advances: is evolving rapidly, creating new possibilities for content creation and design automation.

Explainable AI Importance: Explainable AI enhances transparency, making AI decisions understandable and trustworthy for users.

Ethics: Ethical AI development ensures responsible use, fairness, and safety across AI-driven applications.

Industry and Society Adoption: AI adoption spans industries, driving innovation and improving operational efficiency worldwide while also societal challenges – like climate adoption and biodiversity – can benefit from AI

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LINKAGES BETWEEN KM AND AI

# How AI enhances Knowledge Management Systems

Automated Knowledge Discovery: AI automates the extraction and identification of relevant knowledge from large datasets efficiently.

Intelligent Search Facilitation: AI enables intelligent search mechanisms that improve retrieval accuracy and speed in KM systems.

Personalized Content Delivery: AI customizes content delivery based on user preferences and behavior to enhance user experience.

Decision-Making Support: AI supports better decision-making by providing insightful analytics and recommendations.

How Knowledge Management enhances AI Solutions
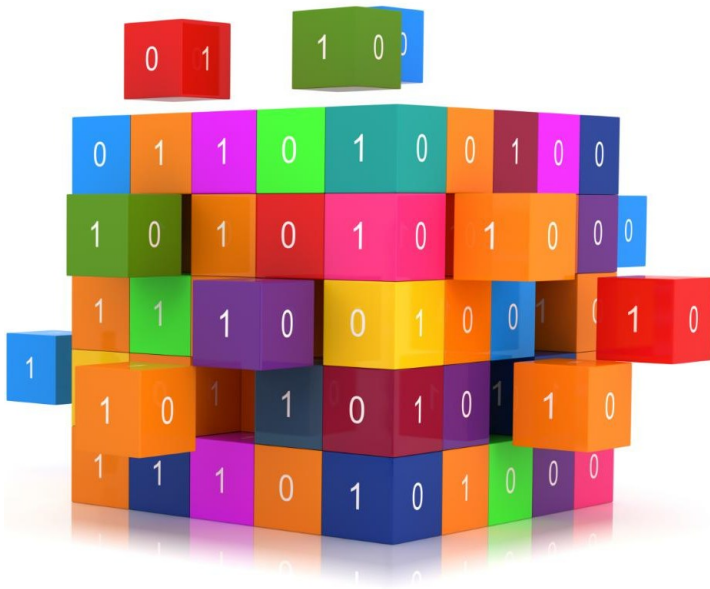
- KM provides structured data essential for training accurate AI models.

- Knowledge sharing improves AI system adaptability and learning speed.

- KM frameworks help integrate AI insights into organizational workflows.

- Enhanced collaboration through KM supports continuous AI improvement.

Challenges and Opportunities in Integrating AI with KM
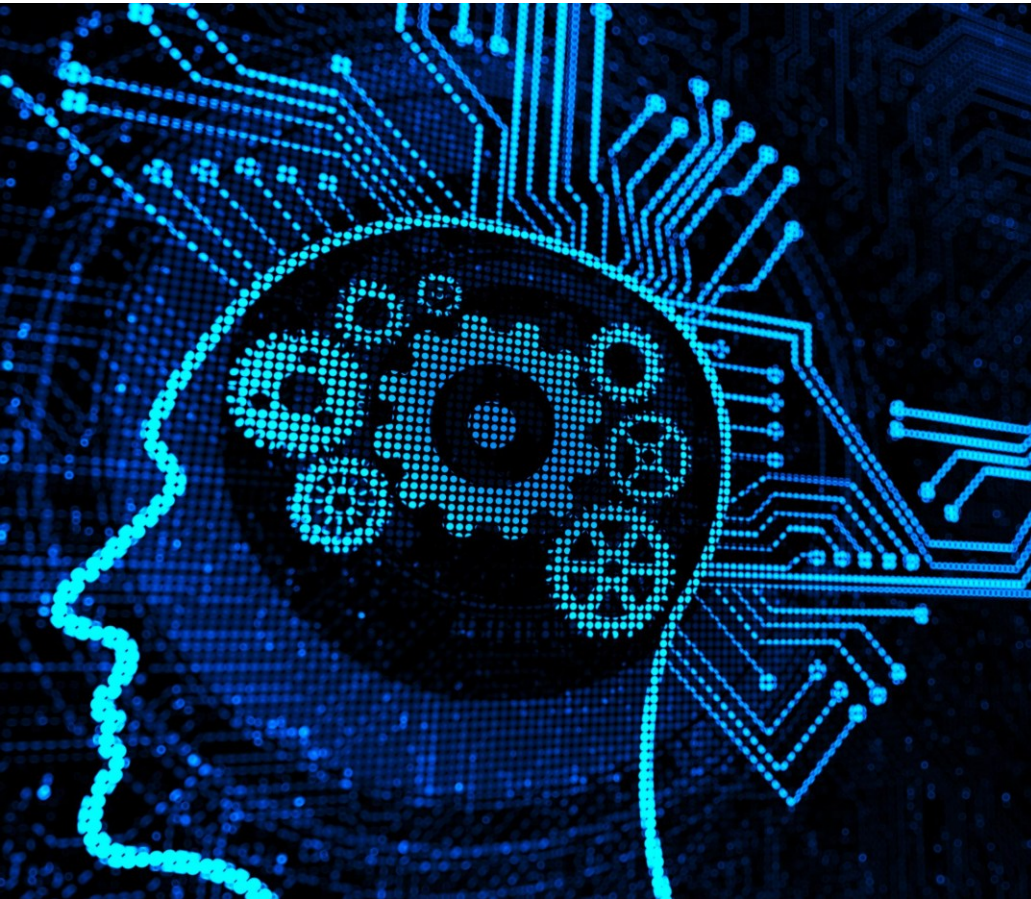
Data Quality Challenges: AI integration faces challenges due to inconsistent and poor data quality affecting outcomes.

User Adoption Resistance: Resistance from users can hinder effective adoption of AI in knowledge management systems.

Technical Complexity: Complex AI systems pose technical challenges during integration with existing KM frameworks.

Opportunities for innovative KM: AI enhances knowledge accessibility, delivers improved insights, and accelerates innovation in organizations.

The role of data in driving synergy between KM and AI

Data as Foundational Element

Data forms the essential base for knowledge management and artificial intelligence integration.

Quality and Structure Importance

High-quality, well-structured data empowers AI to produce meaningful insights and support KM practices.

Human responsibility

Data quality and structure require humans.
Knowledge Management provides the human and organisational foundation for AI.

The Role of knowledge culture in driving synergy between KM and AI

- Knowledge culture fosters trust and openness essential for KM-AI collaboration.

- A strong knowledge culture encourages continuous learning and knowledge sharing.

- Cultural alignment supports seamless integration of AI technologies into KM processes.

- Empowered employees actively participate in leveraging AI-enhanced knowledge tools.

- Leadership commitment to knowledge culture drives sustained KM and AI synergy.

I wish fruitful discussions!

Contact

- **Prof. Dr. Andreas Brandner**
  - **Knowledge Management Austria / Academy / Associates**
  - **Knowledge for Development Partnership**

- **andreas.brandner@km-a.net**
- **www.km-a.net www.k4dp.org**

My background

- Founder and Managing Director of KM-A (Associates/Academy/Austria)

- Managing Director, knowledge.city (Vienna, Kampala, Nairobi, Togo, Lagos, Lusaka, Berlin, Ghana)

- Executive Director, Knowledge for Development Partnership (www.k4dp.org)

- Core team member, km4dev Community (km4dev.org)

- Adjunct Professor at Makerere University Business School in Kampala, Uganda

- Director, Knowledge for Development Centre, Makerere University Business School, Uganda

- Director, Joint Centre for Knowledge Sciences, International University of Management, Namibia

- Headquartered in Vienna/Austria, acting globally