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**Knowledge management tools and methods - Part 4:
Knowledge elicitation**

知识管理方法和工具 第4部分：知识萃取

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for

standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

This document is Part 3 of GB/T 41304 Knowledge Management Methods and Tools. GB/T 41304 has been published in the following parts.

- Part 1: Process knowledge management;
- Part 2: Design rational knowledge modeling;
- Part 3: Conference knowledge management;
- Part 4: Knowledge extraction;
- Part 5: Organizational knowledge management maturity assessment.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

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Limited Liability Company, Shandong Hi-Speed Co., Ltd., China Mobile Internet Co., Ltd., and Qingdao Biaoyi Technology Co., Ltd.

The main drafters of this document are: Yue Gaofeng, Cai Hua, Du Junpeng, Liu Shouhua, Tian Xiaoyang, Yang Qiuhaohao, Wu Qinghai, Jia Xiaoxia, Qiu Zhaoliang, Wang Shumin, Chen Guilian, Li Wende, Bai Xue, Xu Nan, Zhang Peng, Liu Jianjun, Song Baoxiang, Tan Wei, Qi Junli, Fan Wendong, Sun Wenqing, Ma Zhongjun, An Huajuan, Wang Xinxin, Wang Chen.

Introduction

Knowledge is gradually becoming a key factor for organizations to gain competitive advantages, which means that contemporary society is entering the era of knowledge economy.

Knowledge extraction is a method of knowledge acquisition. This method requires strict screening of the objects and topics to be acquired, and the acquisition process must be carried out effectively.

The results obtained should be able to form methods, norms or experiences that are helpful

in solving practical problems.

Experience helps improve the ability to complete tasks. Knowledge extraction during project development has become the focus of organizational knowledge management activities.

This document aims to help organizations get rid of low-level repetition and reduce duplication by stipulating the process and method of extracting key knowledge during the project.

Make mistakes, increase the probability of success, and effectively promote the in-depth integration of knowledge management into business processes.

Knowledge management methods and tools are intended to establish the principles for the acquisition, storage, sharing and application of knowledge. GB/T 41304 is intended to consist of five parts. constitute.

- Part 1: Process knowledge management. The purpose is to establish the concept, boundaries and scope, classification and expression of process knowledge.
- Part 2: Design rational knowledge modeling. The purpose is to establish a general method for design rational knowledge modeling.
- Part 3: Conference knowledge management. The purpose is to establish the method of conference knowledge management and provide reference for the development of relevant conference management software tools.

Provide technical basis or reference for development, evaluation and improvement.

- Part 4: Knowledge Extraction. The purpose is to standardize the principles of knowledge extraction and provide the process and methods of knowledge extraction.
- Part 5: Organizational knowledge management maturity assessment. The purpose is to assess the organization's knowledge management capabilities.

Knowledge management methods and tools Part 4: Knowledge Extraction

1 Scope

This document establishes the basic principles of knowledge extraction and stipulates the knowledge extraction of planning and design, review and review, refinement and processing, and delivery of results. Process related requirements.

This document is applicable to the processing and organization of knowledge about specific projects or events, as well as the development and testing of knowledge extraction software tools.

2 Normative references

GB/T 23703.2

3 Terms and Definitions

The terms and definitions defined in GB/T 23703.2 and the following apply to this document.

3.1 knowledge elicitation

For specific projects or events, after comprehensive review and comprehensive analysis, the generated experience and data are summarized, mined and refined to form A method for systematic, standardized and reusable knowledge.

Note. Knowledge extraction should be oriented towards specific scenarios, goals or problems.

3.2 review

The process of reviewing, analyzing, and reflecting on projects or events that have occurred.

4.1 Timeliness

When a project or event achieves significant results or encounters major problems, knowledge extraction should be carried out in a timely manner.

4.2 Creativity

The novelty of knowledge achievements can be new ideas, new methods, new experiences, new cases, new standards, new processes, or existing knowledge.

New additions and expansions to assets.

4.3 Reusability

Combined with the work field, the knowledge extraction results can be used directly or as a reference in the project, and have universality and applicability within a certain range.