

# Knowledge Management and Human Language: Crossing the Chasm

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Abstract

**Purpose:** To facilitate the adoption of recent developments in human language technology as part of next-generation knowledge management products.

**Design:** The paper starts off by describing application scenarios, then provides a high-level introduction to human language technology (more specifically information extraction), discusses how these tools are applied in practical settings, and provides a concrete example.

**Findings:** Provides a detailed discussion on when and how human language technology can be applied to knowledge management, including performance evaluation and ease of adoption.

**Value:** This paper addresses the problem of how to bridge the gap between the need for semantic-based knowledge management on one hand and the predominantly unstructured, textual nature of corporate data.