Abstract:

In the current era, characterized by an overwhelming volume of information and data in organizations, effective knowledge management is indispensable. The advancement of technology has elevated the management and security of these systems to a high standard, facilitated by a plethora of programs designed to enable these processes. However, they differ in environment, functions and price. The theoretical part of the work focuses on summarizing knowledge in the field of knowledge management, its history, organization, management itself, knowledge and information in the organization with the application of knowledge management. The analytical part focuses on the comparison of two selected programs, SharePoint and Confluence. A comparison of the given programs showed differences in access to knowledge, its processing and flexibility. The analytical part also contains a comparison of the results of the questionnaire filled out by 71 respondents who work with the given programs. It was found that both programs were rated about the same. Based on the results, it is possible to confirm that the programs intended for knowledge management are at approximately the same level for an ordinary user.