Knowledge Management Systems / Reports from the Field

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Abstract

Welcome to this, the 50th anniversary of the Hawaii International Conference on System Sciences (HICSS) conferences. This is the third year of the Reports from the Field Minitrack, proudly bringing you the latest research focused on knowledge management issues as reported by both researchers and practitioners alike.

1. Introduction

There is no dearth of Knowledge Management theory and associated research; numerous journals focus exclusively on the topic, and several information systems-oriented conferences feature KMS-specific tracks. The motivation for the research included in the minitrack stems from an active practitioner base of knowledge workers who develop, implement, manage, and use knowledge management systems. As with many areas in IS, there is often a gulf between the research conducted by the academic community and the needs and experiences of the practitioners.

The goal of this minitrack is to provide a "bridge" between the knowledge management systems practitioner community and the scholars that build theory and conduct research in that domain. The goal is typically addressed in the form of case studies that document specific knowledge system successes or failures.

Although not specifically documented in the literature, the gap between the knowledge systems research being conducted and the needs and experiences of the knowledge workers is real. The practitioners in the field who actually create, store, retrieve, and use the knowledge contained in a knowledge management system can provide invaluable insight to the research community. Similarly, well-directed research can enhance the practice of knowledge management.

While other types of papers are welcomed, a single case study approach is generally of greatest interest in this minitrack. Since the minitrack emphasis is on reports from the practitioner community, the traditional scholarly requirements for the conference are somewhat softened.

2. Cristelia Hinojosa & Simon Cleveland

Our first presenters are Cristelia Hinojosa and Simon Cleveland who will present Organizational Information Dissemination Within Collaborative Networks Using Digital Communication Tools. Knowledge transfer among employees remains a challenge for many organizations. With the increased adoption rate of corporate social media collaboration technologies, there is an urgent need to determine the factors that enhance information diffusion among employees. The current study leverages prior research on social media collaboration performed in the public domain to determine whether the dimensions of tie strength have any effect on information diffusion among corporate users of social media technologies. Analysis of 511 Lync messages related to a training topic at a mid-sized South Central corporation was performed. The preliminary results demonstrated that the dimensions of tie strength (intimacy, structural, and social) were highly correlated to the number of messages among users. Moreover, regression analysis showed that three quarters of the messages were also predicted by the dimensions of tie strength.

3. Shellon Blackman

Our next presenter is Shellon Blackman who will discuss A Conceptual Framework for Persistent Use: A Technical Plan to Achieve Semantic Interoperability within Electronic Health Record Systems. Semantic interoperability within the health care sector requires that patient data be fully available and shared without ambiguity across participating health facilities. Ongoing discussions to achieve interoperability within the health care industry continue to emphasize the need

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for healthcare facilities to successfully adopt and implement Electronic Health Record (EHR) systems. Reluctance by the healthcare industry to implement these EHRs for the purpose of achieving interoperability has led to the proposed research problem where it was determined that there is no existing single data standardization structure that can effectively share and interpret patient data within heterogeneous systems. The proposed research proposes a master data standardization and translation (MDST) model – XDataRDF -- which incorporates the use of the Resource Description Framework (RDF) that will allow for the seamless exchange of healthcare data among multiple facilities. Using RDF will allow multiple data models and vocabularies to be easily combined and interrelated within a single environment thereby reducing data definition ambiguity.

4. Markus Mützel & Omid Tafreschi

Our next presenters are Markus Mützel & Omid Tafreschi who will discuss Key Performance Indicators for Evaluating Corporate Wikis for Knowledge Management. This paper presents a methodology for assessing and improving the quality of information provided by corporate wikis. Regarding the assessment, we present two KPIs for measuring relative demand and relative usefulness of wiki articles including the corresponding processes and data model. Regarding improving the quality, we use the KPIs to classify the articles. For this classification we introduce four categories and discuss possible actions for reducing information overload and increasing the visibility of articles.

To prove our methodology, we analyze an existing corporate wiki of a large European enterprise in the chemical industry. Its articles are used to demonstrate how the proposed KPIs can contribute to knowledge management by improving the information quality.

5. Conclusion

We wish to thank each of our presenters for their research and willingness to share their results with us during this very special year of celebration. We look forward seeing their next research study and consider contributing to our mini-track *Reports from the Field* next year.

6. Chairs

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