

Knowledge Management, Organizational Memory and Organizational Learning

Knowledge Management (KM) addresses the process of acquiring, creating, distributing and using knowledge in organizations. Organizational Memory (OM) can be defined as the way an organization stores organizational knowledge and applies it to present activities. Organizational Learning (OL) is the development of shared meanings and interpretations of those meanings to enhance future activities

Representative Work

- "Where to Look for Knowledge Management Success," (with Murray Jennex and S. Smolnik) *Proceedings of the 45rd Annual Hawaii International Conference on Information Systems*, Wailea, HI, January 2012. pp.3969-3978.
- "Towards a Consensus Definition of Knowledge Management Success" (with Murray Jennex and Stefan Smolnik). *VINE: The Journal of Information and Knowledge Management Systems* Emerald Group Publishing Limited, 39(2) pp. 174-188. 2009.
- "Successful Knowledge in Knowledge Management" (with Murray Jennex and S. Smolnik) in *Strategies for Knowledge Management Success: Exploring Organizational Efficacy*. pp.1-13, IGI Publishing, Hershey, PA 2012
- "An Examination of Factors Leading to Knowledge Equity" (with Vicki McKinney). To appear in the *Proceedings of the 41st Annual Hawaii International Conference on Information Systems*, Waikoloa, HI, January 2008.
- "Towards Measuring Knowledge Management Success" (with Murray Jennex and S. Smolnik). To appear in the *Proceedings of the 41st Annual Hawaii International Conference on Information Systems*, Waikoloa, HI, January 2008.
- "Preserving Intellectual Assets: Digitizing and Archiving Images to Secure and Share Organizational Knowledge" (with David Sampson) to appear in the *Proceedings of the 13th annual America's Conference on Information Systems* (AMCIS), Keystone, Colorado, August 2007.
- "Knowledge Management Success" (with Murray Jennex and S. Smolnik). To appear in the *International Journal of Knowledge Management*, 2007.
- "Towards Defining Knowledge Management Success" (with Murray Jennex and S. Smolnik). *Proceedings of the 40th Annual Hawaii International Conference on Information Systems*, Waikoloa, HI, January 2007. (modified version of this paper will also be presented at IOneWorld and IRMA in 2007).
- "Exploring Issues for Successful Knowledge Management" (with Murray Jennex and S. Smolnik). To appear in *Managing Worldwide Operations and Communities with Information Technology*, Mehdi Khsorow-Pour, editor, 2007.
- "Defining the Boundaries of Knowledge Management as a Research Discipline." (with M. Jennex) *Knowledge Management in Modern Organizations*, 2007. pp 10-18 Information Sciences Publishing, Hershey Pa.
- "Knowledge Management, Organizational Memory, and Organizational Learning at the Hawaii International Conference on System Sciences" (with M. Jennex, L. Olfman & J. Morrison) *The International Journal of Knowledge Management* 1(1) 2005 pp. i-v.

- “Is Knowledge Management a Discipline?” (with M. Jennex) *The International Journal of Knowledge Management* 1(1) 2005 pp. 1-8.
- “Capturing and Consolidating Knowledge Resources: A Prescriptive Model for Learning Organizations” (with Colin White) *Proceeding of the International Conference on Advances in the Internet, Processing, Systems and Interdisciplinary Research (IPSI)*, Waikoloa, January 2004.
- “A Meta-Analysis of Methodologies for Research in Knowledge Management, Organizational Learning and Organizational Memory: Five Years at HICSS” (with M. Jennex) Proceedings of the 36th Annual Hawaii International Conference on Information Systems, Waikoloa, January 2003.
- “TOOMS: In Pursuit of Designing an Organizational Memory System for Category Managers” (with D.B. Paradice) ***Nominated for Best Paper Award***. Proceedings of the 35th Annual Hawaii International Conference on Information Systems, Waikoloa, January 2002.
- “Using Information Systems to Support Memory and Learning in Organizations,” *Information Systems Management Journal*, 18(1) pp 8-12, Winter 2001.
- “Task Oriented Organizational Memory for Efficient Product Assortment” (with W.L. Fuerst), Proceedings of the International Resources Management Association Conference, May 2000.
- "An Experimental Investigation of Task Oriented Organizational Memory for Efficient Product Assortment Recommendations" AIS Doctoral Consortium, Proceedings of the America's Conference on Information Systems, Baltimore, August 1998.
- "Using Information Technology to Support Memory and Learning in Organizations." Proceedings of the America's Conference on Information Systems, Indianapolis, August 1997.
- "Using Adaptive Hypermedia to Support Organizational Memory and Learning" (with D.B. Paradice & J.F. Courtney). Proceedings of the 30th Annual Hawaii International Conference on System Sciences. Maui, January 1997.

Global Entrepreneurship Distributed Knowledge Systems and Knowledge Networks.

For many companies, human knowledge capital is a significant source of competitive advantage and the dispersion of this capital without effective communication networks can greatly hinder the decision makers and the overall corporate decision-making process. Global economies have highlighted the need to expand knowledge networks and work communities. Knowledge networks provide communication protocols and processes for knowledge workers to access knowledge capital, key knowledge stakeholders and knowledge artifacts regardless of location or time.

Representative Work

- NASF in Twitter: An entrepreneur’s Community of Practice using Electronic Networks of Practice. (with Tania Arriaga-Azkarate) *Proceedings of the 46th Annual Hawaii International Conference on Information Systems*, Wailea, HI, January 2013.
- “Global Entrepreneurship” University of Plymouth, Plymouth England, October 2012
- “Protecting Knowledge Asset in Multinational Enterprises: A Comparative Case Approach” (with Nathan O’Donaghue). *VINE: The Journal of Information and Knowledge Management Systems* Emerald Group Publishing Limited, 39(4) pp. 298-318. 2009.

- “Virtue-Nets: A Paradigm for Supporting and using Knowledge Networks” (with Y. Wang) *The Encyclopedia of Knowledge Management*, David Schwartz, editor. 2006. pp. 276-283. Information Sciences Publishing, Hershey Pa.
- “HIPPA: Privacy and Security in Health Care Networks” (with P. Deshmukh) *Information Ethics: Privacy and Intellectual Property* (L. Freeman and G. Peace, eds.) pp. 219-237, Nov. 2004. Information Sciences Publishing, Hershey, PA.
- "Fratricide Prevention: A critical Analysis of Combat Identification technologies for use on the Battlefield of the 21st Century" (with Peter Gustofson) Proceedings of the Decision Sciences Institute Conference, Boston November, 2004
- “Virtue-Nets: Toward a Model for Expanding Knowledge Networks” (with Y. Wang) Proceedings of the 37th Annual Hawaii International Conference on Information Systems, Waikoloa, January 2004.
- “Knowledge Networks and Knowledge Nodes: Information Systems in a Knowledge Economy,” MIS Research Seminar, Washington State University, May 2002.

Philosophy of Information Systems

This area explores how philosophy has been used as a reference discipline in the past, in relation to Information Systems, and to foster the development of a philosophy of information technology.

Representative Work

- The New IT Product/Project Lifecycle” (with Dave Espinosa, Dana Edberg, Lindy Thorn). *Proceedings of the 13th Annual America’s Conference on Information Systems (AMCIS)*, San Francisco, California, August 2009
- “The Inquiring Organization: Developing an Organizational Form to Facilitate Knowledge Management” (with D. Hall) *The Encyclopedia of Knowledge Management*, David Schwartz, editor. 2006. pp. 244-250. Information Sciences Publishing, Hershey Pa.
- “Organizational Inquiry: A Stratified Approach for Churchmanian System Archetypes” (with D Hall) in *Inquiring Organizations: Moving from Knowledge Management to Wisdom* (J. Haynes et al. eds.) Spring 2005. pp. 1-21. Information Sciences Publishing, Hershey Pa.
- "Inquiring Organizations" (with J.F. Courtney and D.B. Paradice), *Australian Journal of Information Systems*, 6(1) pp. 4-14, September 1998. [Available on-line through the [Foundations of Information Systems](#) web site]
- "Singerian Inquiring Organizations: Guiding Principles and Design Guidelines for Learning Organizations" (with J.F. Courtney and D.B. Paradice). Proceedings of the America's Conference on Information Systems, Baltimore, August 1998.
- "Lockean Inquiring Organizations: Guiding Principles and Design Guidelines for Learning Organizations" (with J.F. Courtney and D.B. Paradice). Proceedings of the America's Conference on Information Systems, Indianapolis, August 1997.
- "Inquiring Organizations" (with J.F.. Courtney and D.B. Paradice). Proceedings of the America's Conference on Information Systems, Phoenix, August 1996.

IS Pedagogy

I view IS education is an important part my job. I have attended a number of workshops and tutorials on improving teaching. I have also conducted some research on ways to enhance IS education. The following list is representative of this work.

Representative Work

- “A Comparative Case Study of Knowledge Resource Utilization to Model Organizational Learning” (with Colin White) in *Cases in Knowledge Management*. Murray Jennex, editor. Summer 2005. pp. 235-248. Information Sciences Publishing, Hershey Pa.
- “Concept Maps for Teaching and Assessment Technique” (with L. Freeman and A. Urbaczewski), *Communications of the Association of Information Systems (CAIS)*, 12(24) 2003 pp 396-405.
- “Systems Development By Virtual Project Teams: A Comparative Study of Four Cases” (with A. Fox and S. Sarker), *Annals of Cases on Information Technology*, Volume 5, 2003.
- “Creating, Assessing, and Understanding the Use of Concept Maps as an Alternate Assessment Technique” (with L. Freeman and A. Urbaczewski) Proceeding of the America’s Conference on Information Systems (AMCIS), Tampa Bay 2003.

Additional Research

The following list indicates research project I have worked on that do not fit conveniently in the research streams described above. Nonetheless, these works have potential value to our community of scholars.

Representative Work

- “Electronic Partnerships: When Power Takes the Form of a Barrier to Adoption” with J.D. Wells and A. Urbaczewski. Proceedings of the Americas Conference on Information Systems. Boston, MA. August 2001.
- "Redefining the Fundamental Dimensions for Intangible Services through Electronic Commerce" (with J.D. Wells) Proceedings of the America's Conference on Information Systems, Baltimore, August 1998.
- "A Successful Case of Information Management Reengineering in the Government Sector (with R.B. Stuewe & M.T. Brandt). Proceedings of the America's Conference on Information Systems, Indianapolis, August 1997.

Work in Progress

- Mobile
Security in Practice (with Steve Furnell and Nathan Clarke)
 - a. The manuscript examines cellular phone security across three broad demographics (high school student, college students, adult workforce) and multiple countries (USA, England, Germany, China) to discern personal practices associated with securing personal cell phones. The efforts build from prior surveys with lesser breadth. This project is currently in data collection.

- “Examining the Impact of Knowledge Equity on Organizational Performance:” (with Vicki McKinney)
 - a. The project explores the nature of knowledge sharing within organizations – in particular the extent to which workers feel that have equitable access to the knowledge they need to adequately perform on the job. We are using constructs from Social Network Analysis and distributed environments to explore the questions we have articulated for the study. This project has great potential. We have written an NSF grant to support the work. In the mean time we have conducted structured interviews with 25 managers at a medium sized organization in Reno, Nevada. We are currently analyzing the interview data. We have a promise from the company to collect survey data from 5000 employees worldwide.
- “The Evolution of Technology as Reflected in the Funny Papers” (with Fritz Grupe)
 - a. The use of humor serves several roles in society. Current comic strips show how technology has not only infiltrated society but reflects its place in social norms. Daily comic strips have been collected, categorized and analyzed for the last three years to gain insights into how humor plays a role in the adoption and acceptance of information technologies.