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


*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*


• “Global Entrepreneurship” University of Plymouth, Plymouth England, October 2012

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


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**


**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**


**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 they 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 meantime 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.