A KM Strategy for the School of Computing

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**My Interest in this Project**

AS a lecturer in the SoC it is very important for me to ensure that the knowledge management strategy for the School is in agreement with the needs of the Staff, the Students, and the boarder DIT.

**Research Questions**

* What does a KM strategy consist of ?
* How detailed does it need to be, to be effective without be cumbersome?
* What do we measure the effectiveness of a KM strategy?
* Will we pilot this first with a smaller group to assess it's effectiveness?
* Is there an IT strategy?
* Does it align with the DIT / SoC vision/mission statement/Strategic plan?

**Techniques/Methods**

Establish a baseline -- what do we know already, is there existing documentation that is relevant for Knowledge Acquisition. For elicitation we can use tradiac methods, laddering, concept trees, knowledge maps. Observational analysis of the people and the processing in action. Identify the stakeholders - staff, students, management, technical, porters, etc. Website. Communities of Practice. Technology exists, and look at ways of leveraging it for a knowledge management role.

SEARCH - folksonomies or ontologies. Federalised search.

Nonaka's Spiral

**My Suggestions**

Based on my readings, my identification of best practices for other countries/organisations what is needed is a 5-7 point plan to ensure that existing organisational knowledge is captured and enshrined in digital format to preserve it, and make it easily searchable. What is key is that people are given the opportunity to reflect on their existing practices, processes, technology uses and are offered suggestions and approaches that will enhance their work. To do this the KM strategy will have specific operational suggestions that will evolve as the culture of the School changes to a more knowledge-aware one.

**Questions about Project**

* Who are the people involved?
* Will I need Garda clearance / OSA ?
* What technologies are available ?
* Is KM something everyone knows about ?
* Is their broad support for this type of initiative?
* Is there a budget for this ?

References

Nonaka (1994) - book

Nonaka (1995) - paper

Daveport and Prussiac

Wiig

Tiwana, 5 processes