Knowledge Management Technology For Telework

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The objectives

- To explain why KMT for telework is different and difficult to implement, and why technology did not fulfill its promises?
- To establish indicators for describing, evaluating and selecting enterprise KM technologies for telework
Introduction

- Telework KM technology & the practitioners
- The move of enterprise outward
- Traditional technology, selection & the ‘Congnosphere’
- It is knowledge economy …
The Butterfly Effect Cognitive Map (KM Roles)

Knowledge-Based Economy

Competition
Learning
Innovation
Core Competence
Value Proposition
Intellectual Properties
Content & Expert Profiles
ICTs
Structural Capital (explicit)

Networking Externalities
Human & Relational Capital (tacit)
Knowledge Repositories
Strategic Alliances
CoPs Teams
Core Competence
Learning Innovation
Competition
Knowledge-Based Economy

Social Network
Digital Network

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Temporal and Geographical Effects & the Role of Technology & KM

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continuum
Knowledge Transformation & Telework

Context Increases

Recursion

Inference

Action

Data

Information

Knowledge

ICT

Human

Individual

Department

Organization Networks & CoP & VCoP

Knowledge Scope

Ownership Cognosphere

Functional

Cross-Functional

(Decompartmentalization)

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Delicate Balance of Telework
The Telework KMT Selection Pillars

- Initial Survey
- Alignment with Key Business Processes
- Evaluation Criteria Development
- Implementation of the new Technology

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Conclusions

- Technology is not KM Utopian panacea for Telework due to dilution and security
- Structured traditional applications do not work
- Consider human cognitive and social dimensions besides the business alignment

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