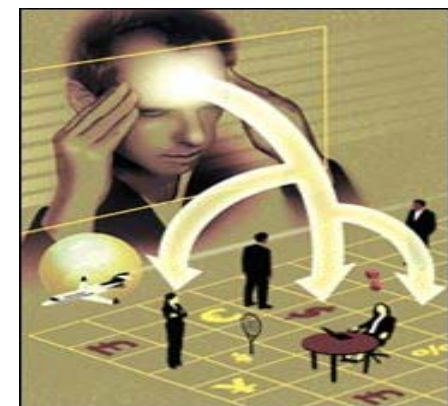

Knowledge Management Technology For Telework

Mirghani Mohamed, Ph.D., D.Sc.

The objectives

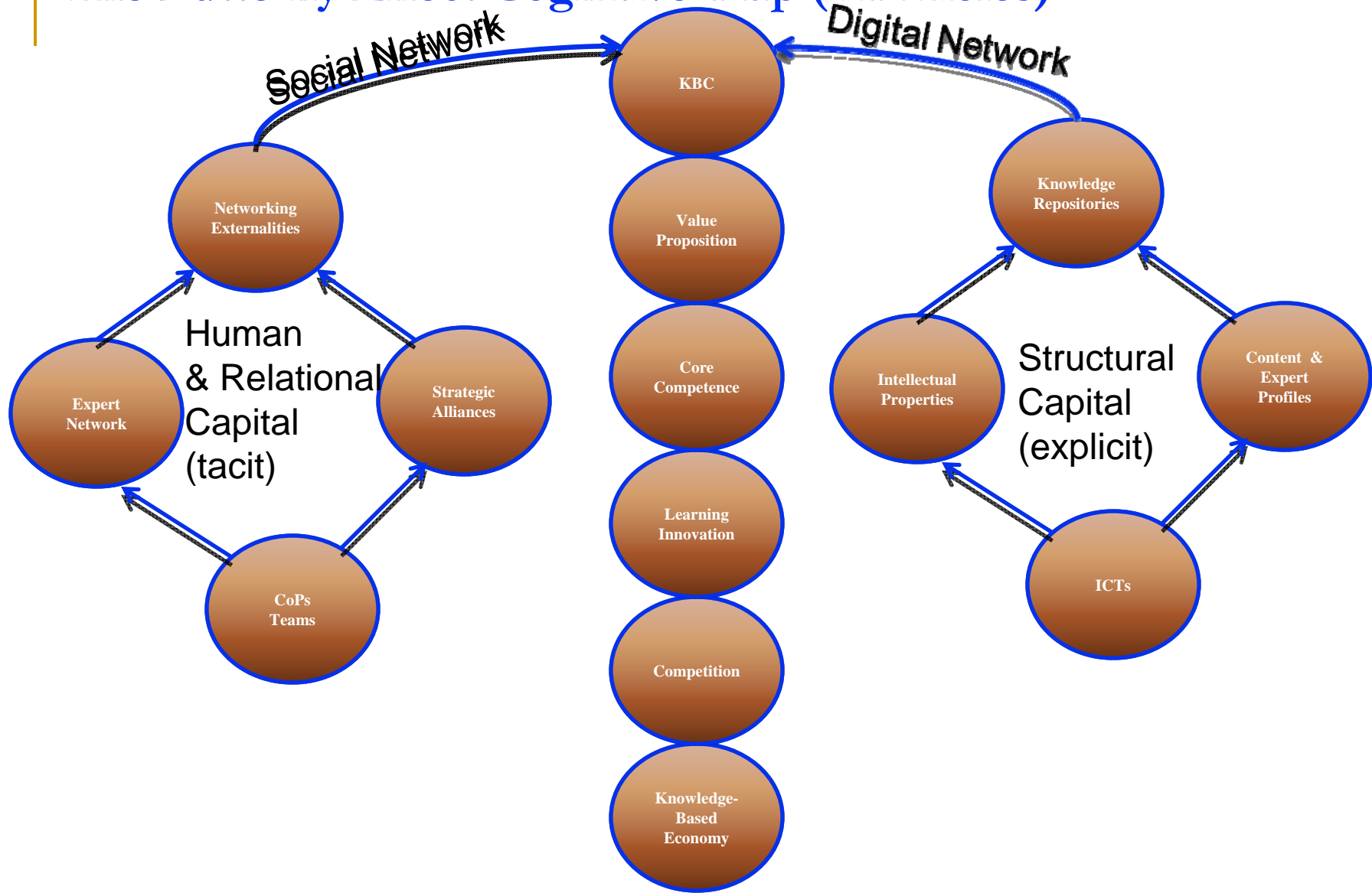
- To explain why KMT for telework is different and difficult to implement, and why technology did not fulfill its promises?
- To establish indicators for describing, evaluating and selecting enterprise KM technologies for telework



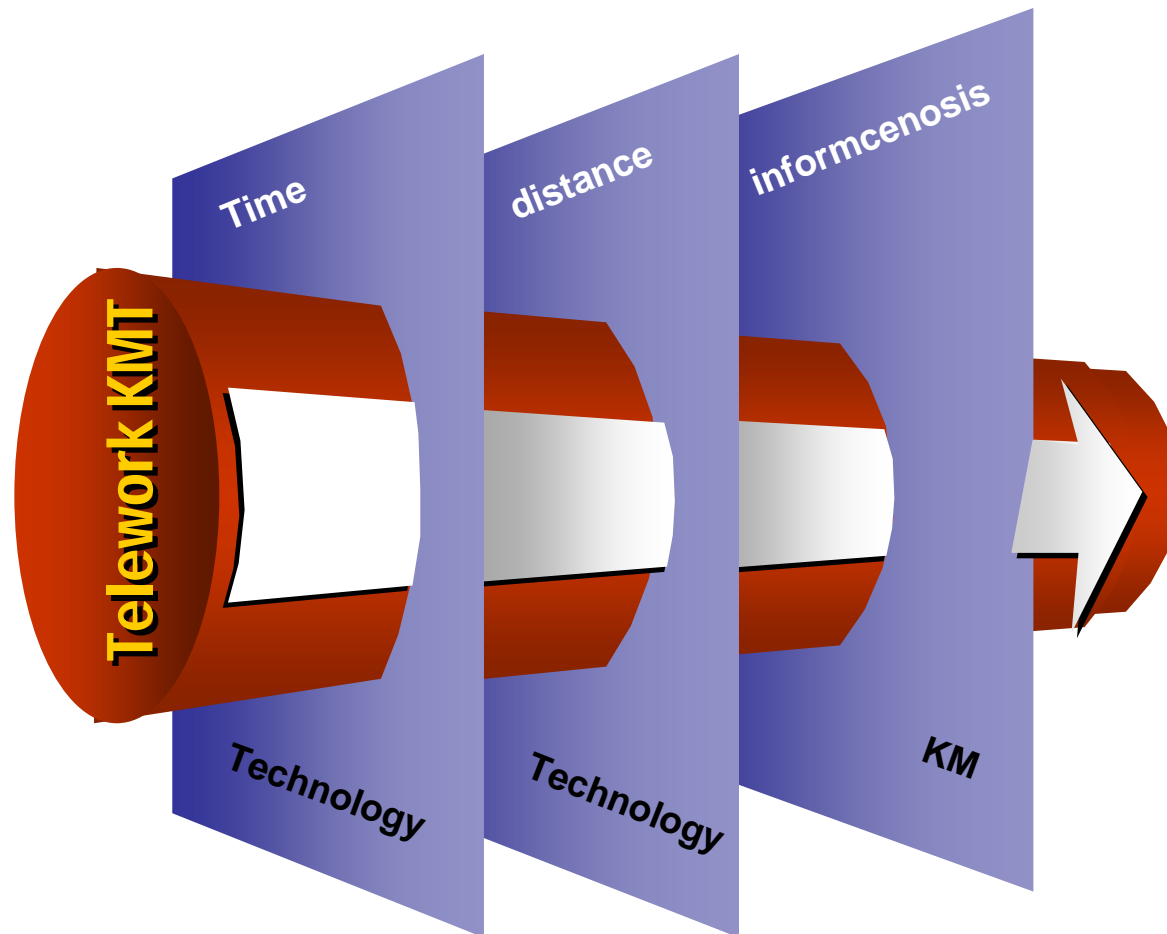
Introduction

- Telework KM technology & the practitioners
- The move of enterprise outward
- Traditional technology, selection & the 'Congnosphere'
- It is knowledge economy ...

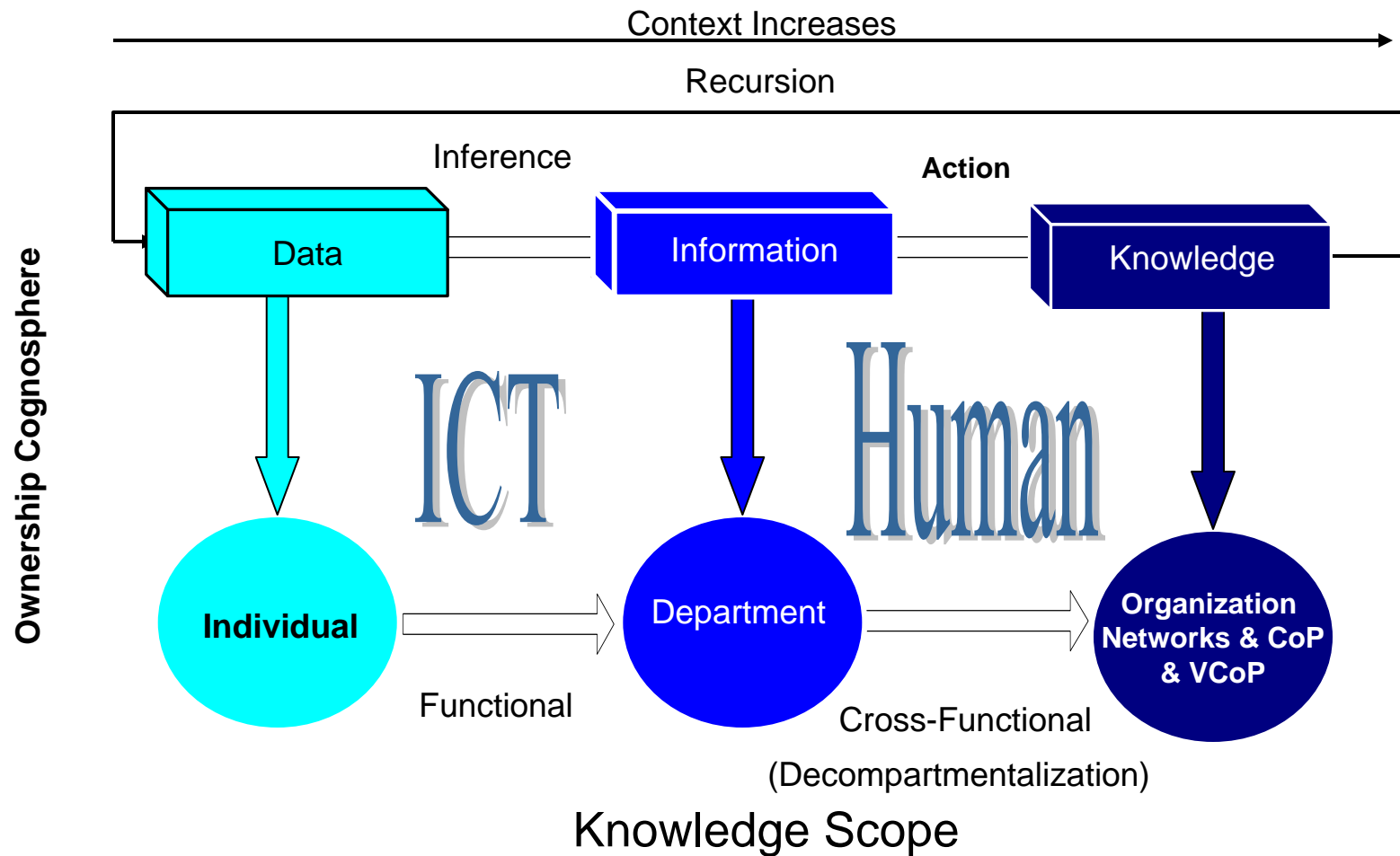
The Butterfly Effect Cognitive Map (KM Roles)



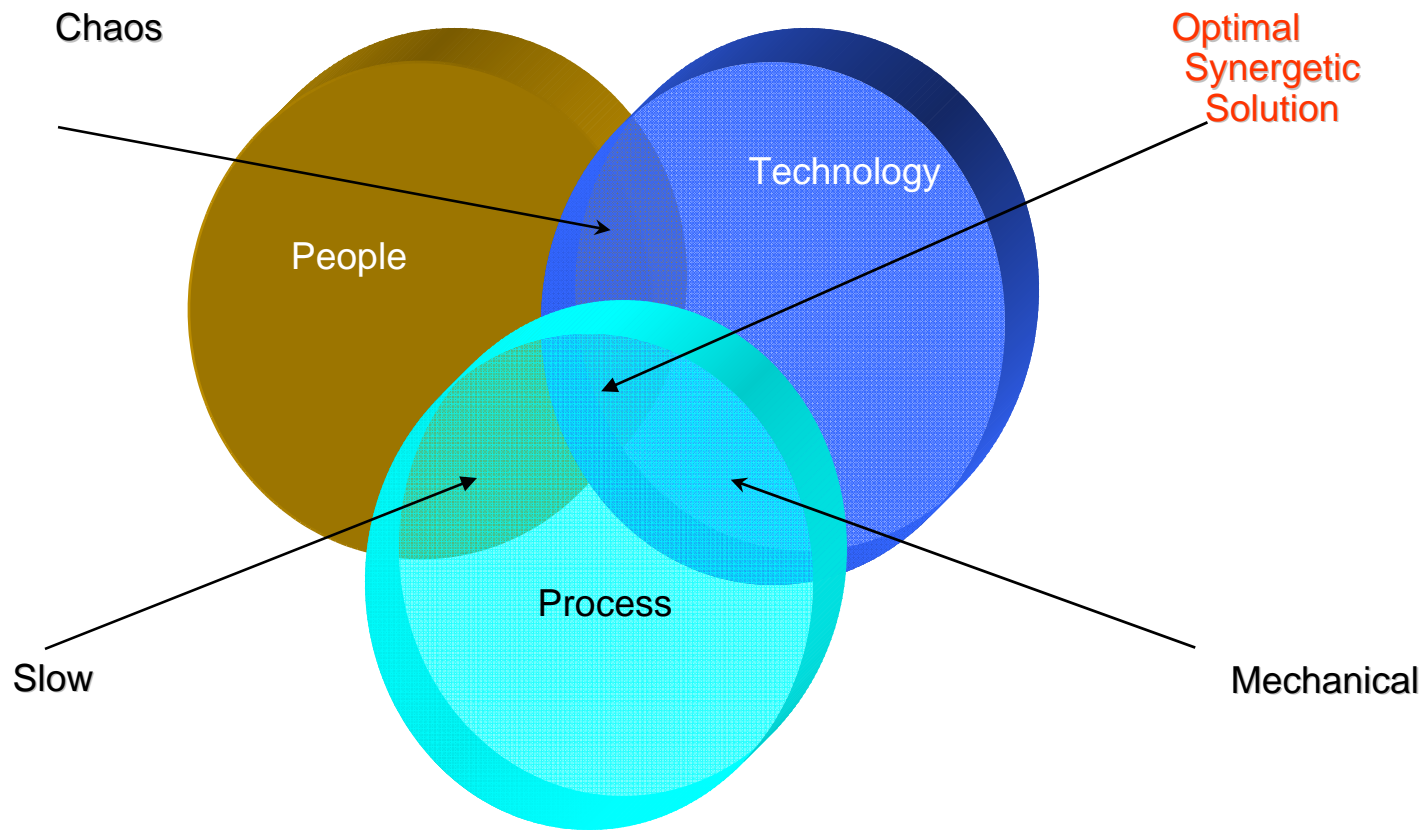
Temporal and Geographical Effects & the Role of Technology & KM



Knowledge Transformation & Telework



Delicate Balance of Telework



The Telework KMT Selection Pillars

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

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