Introduction to the Reports from the Field Minitrack

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There is no dearth of Knowledge Management theory and associated research; numerous journals focus exclusively on the topic, and several information systems-oriented conferences feature KMS-specific tracks. There is also an active practitioner base of knowledge workers who develop, implement, manage, and use knowledge management systems. As with many areas in information systems, there is often a gulf between the research conducted by the academic community and the needs and experiences of the practitioners.

The goal of this minitrack is to provide a “bridge” between the knowledge management systems practitioner community and the scholars that build theory and conduct research in that domain. The goal is addressed in the form of case studies that document specific knowledge system successes or failures.

We welcome this year’s speakers to our half-day minitrack titled “Reports from the Field”. We are indeed excited to learn how KM research has helped the field and what new areas remain to be studied.

"From Theory to Practice: Inquiring Systems as Kernel Theories for Knowledge Management Systems" authored by James Parrish and James Courtney detailed a conceptual extension of inquiring systems to help in environments of high complexity and uncertainty that is based on the concept of sensemaking.

"Eliciting User Needs for a Knowledge Management System to Align Training Programs with Processes and Policies in Large Organizations" by J. Richard Kiper reported on the struggle large organizations faced in keeping their training programs aligned with their business processes and policies.

"Knowledge Creation and Loss within a Software Organization: An Exploratory Case Study" authored by Davi Viana, Tayana Conte, Sabrina Marczak, Raymundo Ferreira, and Cleidson de Souza reported the manner in which knowledge was created and lost in a software organization.

“Contrasting Voting, Multi-Criteria Decision-Making, and Collaborative Decision-Making Using Election Results” authored by James Elste, Travis Schweiger, and David Croasdell explored the benefits and disadvantages of three decision making approaches.

"Knowledge Management Success and Failure: 2 Case Studies" authored by Steve Larson reported on two case studies that examined the successes and failures in KM implementation and use.

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