Organisational Knowledge Management Systems in the Era of Enterprise 2.0: The case of OrganiK

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1. An typical approach to Knowledge Management

Albina, Software Developer
@ Software Co.

Markus
@ Software Co.

Software Co. Intranet (Help Pages)

E-mail
2. The OrganiK Approach to Knowledge Management
3. Socio-technical Knowledge Management Divide

• Social and Technical Knowledge Debate:
  ❖ Knowledge management focuses on people-centred or technology-centred strategies.

• Can there be a socially-driven KM technology? → Socio-technical KM solution?
4. Aim

• OrganiK proposes an alternative approach to KM systems for knowledge-intensive companies:
  - Shifted focus to adaptable solutions to every-day work practices and problem solving activities

• Socio-technical perspective: social acceptance and adoption of technology major challenge.
5. The OrganiK Conceptualisation

OrganiK Knowledge Management Framework:

- People-centred knowledge management approach
  - Innovation Practices
  - Social Networks
  - Strategy Adaptation
- Technology-centred knowledge management approach
  - Social Software
  - Semantic Technology
5. The OrganiK Conceptualisation
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6. Concluding Remarks

• Envisage a system that is organically incorporated into every-day ad-hoc work practices.

• Objective to realise a KM system with increased social acceptance.

• OrganiK knowledge management framework that adopts a socio-technical perspective
Thank you

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