

## Knowledge Management, Organizational Memory & Organizational Learning Cluster

Murray Jennex  
San Diego State University  
[mjennex@mail.sdsu.edu](mailto:mjennex@mail.sdsu.edu)

David Croasdell  
Washington State University  
[dcroasdell@wsu.edu](mailto:dcroasdell@wsu.edu)

Knowledge Management (KM) addresses the process of acquiring, creating, distributing and using knowledge in organizations. Organizational Memory (OM) can be defined as the way an organization stores organizational knowledge and applies it to present activities. Organizational Learning (OL) is the development of shared meanings and interpretations of those meanings to enhance future activities. The first mini-track on OM initiated by Lorne Oflman and Joline Morrison eleven years ago has now grown to include KM and OL. This year we have evolved to a research cluster with four separate mini-tracks. The research cluster maintains the integrity and continuity in the mini-track community while continuing to grow the number of papers accepted in the research domain. The cluster also preserves the strong community developed over the last eleven years. An additional change this year is the migration from our roots in Digital Documents to the Organizational Systems track. We would like to thank Mike Shepherd for his past help and assistance and Hugh Watson for helping the cluster come to fruition and retain its popularity.

As reflected in the manuscripts selected for this year's conference, organizations and researchers continue to show strong interest in the topic of organizational knowledge. A recent search of the Association for Information Systems (AIS) eLibrary for "Knowledge Management" generated 300 hits. A similar search using Google™ returned over one million hits. Of particular interest to information systems researchers is how to use information systems to convert tacit knowledge to explicit knowledge to create an organizational memory, and how to effectively organize, store, extract, and manage this knowledge to facilitate organizational learning. The cluster seeks to integrate researchers working on theoretical and practical solutions in the areas of knowledge management, organizational memory, and organizational learning.

Sixty-five submissions reflected authorship from 21 different countries on 5 continents. The thirty papers selected represent 10 countries on four continents. The profile of accepted papers reflects the breadth and diversity of the research domain that the cluster supports. Papers were organized in the following four mini-tracks:

**KM/OM/OL Foundations – KM/OM Discovery to Representation**, Richard Orwig, Stefan Smolnik, and Leoni Warne co-chairs. Knowledge discovery methods

increase transparency of knowledge in organizations and support users finding relevant knowledge. Techniques explored in this track reveal the dynamics of a knowledge domain by utilizing a wide variety of techniques involving visual thinking, visual discovery, visual exploration, and visual analysis. This mini-track looks at the theoretical foundations of knowledge management, organizational memory, and organizational learning.

**Knowledge Flows: Knowledge transfer, sharing and exchange in organizations**, Joe Brooks and K.D. Joshi co-chairs. Knowledge flows occur between individuals, among groups of individuals, and between organizations. This mini-track focuses on examining the nature and role of knowledge flows (e.g., knowledge transfer and knowledge sharing) among entities. Technical, managerial, behavioral, organizational, and economic perspectives on knowledge flows are discussed.

**Implementing KM/OM: Building and Recognizing Knowledge Cultures and Other Issues**, Murray E. Jennex, Anne Massey, and Francois Therin co-chairs. Research into successful knowledge management and organizational learning implementation has identified several factors that affect the success of these initiatives including organizational culture and relationships, human social interactions, communication, management support, measures of success, and performance metrics. This mini-track explores research into strategies and stories that relate to these issues to successful KM, OM, and OL implementations.

**KM/OM/OL Systems and Technologies**, Dave Croasdell, Timo Käkölä, Charles Milligan co-chairs. This mini-track looks at technical issues and tools for building and supporting knowledge management, organizational memory, and organizational learning systems including the use of networks, databases, taxonomies, ontologies, and XML.

We appreciate the efforts of all our colleagues who submitted papers, along with those who faithfully served as referees. Through these collective efforts, we continue to see these interrelated research domains grow and flourish.