

Issues in

Knowledge Management

Mohamad Fauzan Noordin



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ISSUES IN KNOWLEDGE MANAGEMENT

Editor

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CROSS ORGANIZATIONAL KNOWLEDGE REPOSITORY FRAMEWORK FOR MANAGEMENT CONSULTING FIRMS

Md Nesar Uddin, Azizah Hassan and Mohamad Fauzan Noordin

Abstract

As part of its functions in knowledge-based society, the management consultant firms uses ICT as an enabler to create knowledge sharing platform among communities and stake holders to move towards higher maturity level of knowledge management. Previously IT has been viewed as a tool that enabled organizations to store massive information, execute complex equation and data processing; functioning as a sophisticated computing system with large memory. However, in recent years IT has become an irreplaceable part of the organizations; it is not just a tool anymore but as key enabler. With the help of knowledge repository (a computerized system) people can manage organizational knowledge. This paper attempts to describe knowledge repository framework and a guideline to build a cross organizational knowledge repository based on functional and non-functional requirements of a management consultant firm as a case study.

24.1 Introduction

Knowledge Repository is a computer program for knowledge management, the process of collection, organizing, distributing and reserving knowledge. Knowledge repository provides an organization with tools and interfaces to manage knowledge; usually it has a