

# CASES IN KNOWLEDGE MANAGEMENT & INFORMATION RETRIEVAL

Editors

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IIUM Press  
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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# TABLE OF CONTENTS

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Dedication	i
Preface	v
Acknowledgement	vii
Introduction	ix

## *Part I: Cases in Knowledge Management*

<b>Case 1: Knowledge Management Best Practices</b>	1
Noor Azura Zakaria, Rohaimi Abdullah and Mohamad Fauzan Noordin	
<b>Case 2: Organizational Learning</b>	7
Noor Azura Zakaria and Mohamad Fauzan Noordin	
<b>Case 3: Knowledge Portal</b>	13
Noor Azura Zakaria, Mohamad Fauzan Noordin and Roslina Othman	
<b>Case 4: Culture in Community of Practices (CoPs)</b>	19
Noor Azura Zakaria, Mohamad Fauzan Noordin and Rohaimi Abdullah	
<b>Case 5: Knowledge Management Strategic Plan</b>	25
Noor Azura Zakaria, Mohamad Fauzan Noordin and Roslina Othman	
<b>Case 6: Critical Knowledge Sharing</b>	31
Noor Azura Zakaria, Hafizah Reh and Mohamad Fauzan Noordin	
<b>Case 7: Knowledgeable Employees</b>	37
Noor Azura Zakaria, Mohamad Fauzan Noordin and Lambensa Fateema	
<b>Case 8: Lesson Learned</b>	43
Noor Azura Zakaria, Roslina Othman and Mohamad Fauzan Noordin	
<b>Case 9: Extrinsic and Intrinsic Motivations</b>	49
Noor Azura Zakaria and Mohamad Fauzan Noordin	

<b>Case 10: Storytelling</b>	55
Noor Azura Zakaria, Roslina Othman and Mohamad Fauzan Noordin	
<b><i>Part II: Cases in Information Retrieval</i></b>	
<b>Case 11: Social Network</b>	61
Roslina Othman	
<b>Case 12: Micro Blogs</b>	67
Roslina Othman and Noor Azura Zakaria	
<b>Case 13: Content Communities</b>	73
Roslina Othman	
<b>Case 14: Digital Library</b>	79
Roslina Othman and Nur Leyni Nilam Putri Junurham	
<b>Case 15: Search Engine</b>	85
Roslina Othman and Mohamad Fauzan Noordin	
<b>Case 16: Search Engine Optimization</b>	91
Roslina Othman	
<b>Case 17: Patent Search</b>	97
Roslina Othman and Noorfatin Muhamad Sharhabil	
<b>Case 18: Visual Search</b>	103
Roslina Othman and Mohd Khairul Nizam Abdul Latif	
<b>Case 19: Quranic Search</b>	109
Roslina Othman and Mohamad Fauzan Noordin	
<b>Case 20: Wisdom-based Search System</b>	115
Roslina Othman	

# CASE 6: CRITICAL KNOWLEDGE SHARING

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Noor Azura Zakaria, Hafizah Reh and Mohamad Fauzan Noordin

## **Abstract**

Software development companies rich with knowledgeable team members, documented materials, patents, licensed software, knowledgeable customers, knowledgeable stakeholders and many more. Besides human aspect, the company also must be able to adapt with the rapid changes of the technologies. This is the key advantage that identify the software company is moving forward and able to produce product in line with technologies demand. The software companies rich with knowledgeable workers equipped with varieties of skills and experts. These elements are required in every software project because each project has the identical elements. This chapter elaborates and discusses the critical knowledge sharing techniques that may be employed in the software engineering environment.

## **6.1 Case of Offshore Box**

Offshore Box is a software development company specialising in web solutions and software projects. A considerable part of its product is purchased by French, Swiss and Tunisian customers. They have accumulated extensive experience in software project development, both in the technical field and the management of externalized projects. The firm has specialised in the creation of dynamic software tools and the development of e-business. Their business process begins with a technical study then engineers begin to develop the programs. Although some of their work is repetitive, new applications often require new techniques. Consequently, they have adopted a learning orientation to knowledge. This, they argue, is necessary because