CIS 450 - Homework 2

Deadline:

Due by 11:59 pm on **THURSDAY**, September 22

How to submit:

Submit your files for this homework using `~st10/450submit` on nrs-labs, with a homework number of `2`

Purpose

To think more, read more, and write about KMS's in general, tacit and explicit knowledge, the SECI model of knowledge creation and sharing, the Australia KM Framework, and the high-level classifications for knowledge maps.

Important notes:

Note that your submissions for this assignment may be posted anonymously to the course Moodle site.

The Problems:

Problem 1

Read Chapter 1 (ON KNOWLEDGE, KNOWLEDGE MANAGEMENT, AND KNOWLEDGE MANAGEMENT SYSTEMS An Introduction) from Knowledge Management : An Evolutionary View" by Becerra-Fernandez, Irma Leidner, Dorothy. This is only about 8 pages of text.

On Campus: http://site.ebrary.com/lib/hsulib/docDetail.action?docID=10292209

Off Campus (also on Moodle as a PDF):

1. Go to library.humboldt.edu
2. Click 'Articles & Databases' from the left-hand navigation menu
3. Select 'Computer Science' from the 'Databases by Subject' Tab
4. Select 'ebrary'
5. You may be prompted to login with your HSU User Name & Password or HSU ID.
6. Search for 9780765616371
7. Select the result "Knowledge Management: An Evolutionary View"
8. Select Chapter 1 from the right-hand Table of Contents

One thing I find interesting in this chapter is the idea that a piece of software can be an example of *a* KMS without necessarily trying to be an all-encompassing, collective system for knowledge

management. (That is, one's knowledge management solution could be viewed, possibly, as being served by a collection of KMS's each with a specific sub-focus or sub-purpose, rather than thinking of that collection of software as a "single" all-encompassing KMS.) This may be a more tractable way of looking at these systems!

In a file `hw2-1.txt`, put your name, and answers to the following questions.

1-a

In this vein, it makes more sense to be able to discuss different types of KMS's. What four types are mentioned in this paper as being suggested by [Becca-Fernandez, Gonzalez, Sabherwal, 2004]? And what is the major purpose of systems of each of these four types?

1-b

Given this viewpoint, give an example of a KMS that you have used, which of the four types it is, and why you consider it to be a KMS of that type.

1-c

Describe something else from this paper that you found interesting, and why you found it to be interesting.

Problem 2

The concepts of tacit knowledge and explicit knowledge are important in the Knowledge Management realm. In a file `hw2-2.txt`, put your name, and your responses for each of the following:

- First, give one paragraph describing an organization of your choice. (It can be real or fictitious, but describe it as if it were real.) Make sure that your description includes the main purpose of that organization, some of its major activities, and some of the major groupings of people are involved with that organization.
- Then, give at least three examples of tacit knowledge in that organization.
- Then, give at least three examples of explicit knowledge in that organization.

Problem 3

Consider the SECI model of knowledge creation and sharing. A nice description of this can be found at:

http://knowledgeandmanagement.wordpress.com/seci-model-nonaka-takeuchi/

Read over this description, and then find at least one other reference that also discusses this model.

In a file `hw2-3.txt`, put your name, and your responses for each of the following:

3-a

What are the four modes of knowledge conversion in this model?

3-b

Describe a specific example of each of these four modes. (They can be fictitious or real.)

3-c

Give at least one of the benefits of this model.

3-d

Give at least one of the disadvantages of this model.

3-e

Describe something about this model that you discovered from a source other than this web site. Also include that source:

- if it is from the web, include:
  - the article's URL
  - its title
  - (if available) its author
  - (if available) the date of the article
- if it is from the ACM Digital Library, include:
  - its title
  - its author
  - the name of the journal or conference proceedings in which it originally appeared
  - the date of that journal or conference proceedings
- NOTE: there's a 5-point bonus if no other classmate also gives the source that you give in answer to this problem.

Problem 4

Consider the Australia KM Framework; one description of this standard can be found at:

http://www.apo-tokyo.org/productivity/114_prod.htm

Read over this article, then find at least one other reference that also discusses this KM framework.

In a file `hw2-4.txt`, put your name, and your responses for each of the following:

4-a

Describe something that you learned about this KM Framework from this article.

4-b

Describe something about this KM Framework that you discovered from a source other than this web site. Also include that source:

- if it is from the web, include:
  - the article's URL
  - its title
  - (if available) its author
  - (if available) the date of the article
- if it is from the ACM Digital Library, include:
  - its title
  - its author
  - the name of the journal or conference proceedings in which it originally appeared
  - the date of that journal or conference proceedings
- NOTE: there's a 5-point bonus if no other classmate also gives the source that you give in answer to this problem.

Problem 5

Consider the organization that you described in Problem 2. Now consider the high-level classifications for knowledge maps given in slide 22 of Week 4, Lecture 2's lecture notes.

In a file `hw2-4.txt`, put your name, and your responses for each of the following:

- give at least three examples of core knowledge in this organization, necessary to just be able to "play the game"
- give at least two examples of advanced knowledge in this organization, necessary to be able to be "competitively viable".
- give at least one example of innovative knowledge, that allows them to play a "leading" role.