MONASH UNIVERSITY
SCHOOL OF INFORMATION MANAGEMENT AND SYSTEMS

IMS5330 Knowledge Management Systems Development

Class Text – Open book

MARKS:
The test is worth 40% of your total assessment.
The total score for the test will be calculated out of a 100 and the final mark will be calculated accordingly. Each question contributes equal number of points to the overall score.

DURATION:
90 minutes writing time

Read carefully the description of the case study provided, then answer the following FOUR questions in essay form.

It is essential that you use factual information from the provided case study to support your answers and cite your references using an appropriate style.

1. Comment on the following statement:

“Knowledge is the only resource that increases in amount and quality when it is used and shared”.

Assuming that you agree with the above statement, discuss the role of the sharing tools used at EBRD as a mechanism for knowledge sharing and distribution.

2. Successful knowledge management systems implementation depends on several factors. Briefly explain what factors contributed to the success of EBRD systems implementation?

3. What mechanisms can an organisation include in its policies to encourage its employees to use knowledge management systems? Identify at least two such mechanisms used in EBRD case study and discuss why you think they are important.

4. What role do ‘best practices’ play in knowledge management? What would you see as a measure of the success of the initiatives for sharing ‘best practices’ described in the EBRD case study?