Faculty of Information Technology
School of Information Management and Systems
Semester 2, 2005
IMS5330 Knowledge Management Systems Development
Week 4, Tutorial 3

Tutorial Topic

*KMS and business processes*

**Activity:**
Do you know what Wiki is? Wiki is a true on-line shared information resource created by communities of interest in many different areas. Explore the [http://www.voght.com/cgi-bin/pywiki?KmWiki](http://www.voght.com/cgi-bin/pywiki?KmWiki) for the KM community but also have a look at the Wikipedia.

**Discussion Points:**
- How does Wiki serve a community
- How can a “community of practice” facilitate KM alignment with business objectives
- What are the authority structures in Wiki
- What is the validity of the information and how can you judge the validity
- What are the assumptions that underpin Wiki
- Can this concept translate into the corporate world
- What are the issues for creating a “corporate Wiki”

**Discussion Topic:**
What drives KM initiatives

**Resource:**
Embedding KM into business practices at BP, *Knowledge Management Review Volume 4 Issue 2 May/June 2001* (pp. 30-33)

**Discussion Points:**
- What are the objectives of the KMS?, for the organisation?
- What is the business case for KMS
- Who is involved
- Who is championing the initiative
- What do people need to do that is different
- Does the KMS change the culture