Chapter VI

Officer-to-Officer Systems

Officer-to-officer systems are found at Stage 2 of the stages-of-growth model for knowledge management technology. Information about who knows what is made available to all police officers, and to selected, outside partners. At Stage 2, organizations apply the personalization strategy, which implies that knowledge is tied to the person who developed it, and is shared mainly through person-to-person contact.

As in the previous chapter, we will focus on police investigations. While Chapter V presented individual thinking styles, this chapter discusses the tasks involved in police investigations in general, and in interviewing in particular.

People can meet electronically, even though they are hundreds or thousands of miles apart, by using teleconferencing, data conferencing, or videoconferencing. Teleconferencing allows a group of people to confer simultaneously via telephone or via e-mail group communication software. Teleconferencing that includes the ability of two or more people at distant locations to work on the same document or data simultaneously is called data conferencing. With data conferencing, users at distant locations can edit and modify data files. Teleconferencing, in which participants see each other over video screens, is termed video conferencing (Laudon & Laudon, 2005). These forms of electronic conferencing, found at Stage 2, are growing in popularity because they save travel time and cost.
Figure 1. Officer-to-officer systems at Stage 2 of the knowledge management technology stage model
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