Knowledge Management at Americas Conference on Information Systems

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ABSTRACT

The Americas Conference on Information Systems (AMCIS) has consistently encouraged dissemination of research on Knowledge Management (KM) over the past several years. The research presentations in the AMCIS mini-track on KM have showcased recent developments in Frameworks & Theory, Systems & Methods, Case Studies, and Evaluation & Assessment aspects of KM. We briefly describe some of the noteworthy papers presented at AMCIS 2004 in each of the above aspects. Contribution and acceptance data from the past three years clearly indicate that both the scope and the depth of issues researched in KM continue to grow in the Information Systems discipline.

Keywords: information systems; knowledge management

INTRODUCTION

As the notion of knowledge management (KM) matures, it is becoming clear that knowledge—and management of it—in an organizational context encompasses not only technological issues, but also involves issues of collaboration between people and processes. The inherent research challenges posed by such a diverse range of issues are being addressed by researchers in the management field. Recent special issues of journals and conference mini-tracks such as California Management Review (1998), Organization Science (2002), Management Science (2003), MIS Quarterly (forthcoming), and the Hawaii International Conference on System Sciences (HICSS) (since 1992) are reflective of the increased engagement of researchers in issues related to KM.

The Americas Conference on Information Systems (AMCIS) is the flagship conference of the Association for Information Systems (AIS). AMCIS has encouraged articles on KM for the past five years through its mini-track on knowledge management. This mini-track, held under the auspices of the Special Interest Group on Decision Support Systems (SIG-DSS), has consistently accepted and showcased research in KM from the IS domain. The
mini-track has grown to be among the largest mini-tracks in the conference in recent years, with over 20 papers appearing in the proceedings of AMCIS 2004. The purpose of this article is to summarize the contributions to the AMCIS mini-track on knowledge management and identify the main themes in these contributions.

**INTENT OF THE KM MINI-TRACK**

The year 2005 will be the sixth year for AMCIS to offer the mini track on knowledge management. During these six years, knowledge management has penetrated many different functions and business processes in organizations as they realize that sustainable competitive advantage hinges on effective management of their vast and varied knowledge assets.

Knowledge assets can be *explicit*—documented via reports, procedures, lessons learned, best known methods, and so forth. Or, they can be *tacit*—residing within experts and not easily captured; they can be imparted only through collaboration, observation, and practice. Information systems research will play a critical role in shaping organizational efforts in this area by: (1) leveraging information technologies to enable creation, storage, transfer, sharing, integration, and utilization of knowledge assets; (2) defining structured methods for implementing knowledge processes; and (3) examining the impact of knowledge management processes and knowledge management systems on organizational performance at the individual, group, and enterprise level.

Recognizing that there are many unresolved issues and that there is considerable interest in the topic of knowledge management from a variety of perspectives, the objective of this track is to provide an opportunity to bring together the various perspectives in order to understand and chart the role for information systems in knowledge management. Potential topics shown in Table 1 are examples of those solicited in the calls for papers for the KM mini-track at AMCIS over the last two years.

**OVERVIEW OF THE AMCIS KM MINI-TRACK**

Over the past two years, contributions by authors to the KM mini-track have tackled a broad range of topics. The breadth of topics covered and the research methods employed reflects the diversity and interests of researchers in this area. For the purposes of this article, we classify these articles along four main categories:

1. Frameworks and Theories
2. Systems and Methods
3. Case Studies
4. Evaluation and Assessment

Each of these categories addresses KM research issues from a different perspective.

**Frameworks and Theory** papers focus on defining the theoretical foundations for KM in organizations. Contributions under this category have attempted to clarify the boundaries of this domain, and identify reference disciplines and research methods necessary to develop testable theories. Given the adolescent and hence relatively nebulous nature of this sub-discipline, such attempts are important to the development of KM as a respected research area.

**Systems and Methods** papers have taken a technological orientation to present solutions to the management of knowledge.
Personal Interaction Drives Innovation: Instrumental Guanxi-Based Knowledge Café Approach
www.igi-global.com/chapter/personal-interaction-drives-innovation/181351?camid=4v1a

An Ontology-Based Extraction Framework for a Semantic Web Application
Hadrian Peter and Charles Greenige (2013). *Intelligence Methods and Systems Advancements for Knowledge-Based Business* (pp. 231-246).
www.igi-global.com/chapter/ontology-based-extraction-framework-semantic/67726?camid=4v1a