Knowledge Management System (KMS)

# The research paper examines the concepts of digital transformation as it relates to the implementation of a Knowledge Management System into an organization. Using the concepts from Week 1 to Week 5, pull together a comprehensive research paper that looks the technology of KMS as well as the Porter’s Value Chain, organizational culture, socio-technical systems, change management and project management to successfully deploy a KMS into an organization.

* Executive Summary
* Table of Contents
* Introduction
* What assumptions is the paper based on as it relates to the type, maturity, and size of the organization. The rest of the paper will be based on these key assumptions.
* Explanation of what is Knowledge Management System (KMS).
* Explanation on the value of having a Knowledge Management System (KMS).
* Explanation on what kind of organizational culture is best for organizations wanting to bring in a KMS. What is the impact if the organization is not at that “ideal” organizational culture?
* What kind of technology is needed in the organization to deploy the KMS system? What is need at a desktop level, a network level, a storage level, a mobile level?
* What kind of cybersecurity is needed for the KMS?
* Using Porter’s Value Chain, what influences will KMS have across the primary and secondary

elements of the value chain. What influences will KMS have on margin?

* Using the TAM (Technology Acceptance Model) or UTAUT (Unified Technology Acceptance and Use of Technology) Model, what are the challenges to get employees to use the KMS? For each challenge identified, how will those challenges be mitigated?
* Using the Socio-Technical System Theory, explain how KMS will influence the balance between the socio and the technical. What changes might be required to maintain the balance?
* What general changes might be required to business processes to take advantage of KMS? Choose one department and provide specific examples within that department.
* What change management process would be used to implement the KMS? Pick a change model and demonstrate how the change model would support the successful deployment of KMS.
* If the organization had to choose a department to start the KMS deployment, which department would be the best choice? Given that the team does not know anything about the state of the departments, what kind of characteristics of process, people, customers within a department indicates an urgency to launch KMS in that department?
* What kind of training plan is needed to help employees engage with the KMS?
* What are some of the associated costs with KMS implementation? Provide an overview of the costs ranging from capital costs, training costs, and other associated costs.
* From a project management perspective, consider the methodologies of DevOps, Agile, and Waterfall and how each methodology might support the successful deployment or operation of the KMS.
* Any other important facts, issues, or challenges that needs to be identified and addressed in other to have a successful deployment of KMS.
* Conclusion