Knowledge
Management
Systems Implementation: Lessons from the Silicon Valley

Hind Benbya

Knowledge Management Systems Implementation

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About the author and contributors

Author

Hind Benbya is an Associate Professor of Information Systems at GSCM-Montpellier Business School, France and Visiting Scholar at the UCLA-Anderson Business School. Her research and consulting specializes in supporting the effectiveness of information systems and their evolution over time, with particular emphasis on implementation, alignment, complementary mechanisms and evolution for knowledge management systems. She holds a PhD in Electronic Business Management and two Master's degrees, and has spent the past five years studying KMS

implementations in leading organizations in Europe and the Silicon Valley. In this line of research she has published and presented several papers in international journals and conferences, and has received two "best paper" awards.

Hind has been teaching, conducting research and consulting in several countries including the US, Switzerland, France and Italy.

Contributors

Deborah Dunagan has been with IBM since 1997 and has held several leadership positions, including the Global Methods Program and the Global Community of Practice Program. Deborah specializes in creating and implementing business transformations designed to enable organizations and industries to operate successfully in the emerging and changing marketplace. She is an expert in learning organizations, issues management, knowledge management, organizational change, business transformation, and industry convergence. Many leading publications have published her work, including: "The Nurturing Corporation," "Tribal Management," the "Electrimation Industry – A new industry for the 21st century," "The Global Media Network" and "Wave Marketing."

Bruce Karney holds a BSc in Mathematical Sciences from Stanford University and an MSc in Management Science from the University of California (Berkeley). After 24 years' working at Hewlett-Packard, he joined Marsh Risk and Insurance as Vice-President of Client Development Knowledge Management.

Bruce currently manages a KM consulting business (http://km-experts.com) that focuses on the design and rescue of KM initiatives and on the KM challenges of

mergers and acquisitions. He lives in Mountain View, in the heart of California's Silicon Valley.

Doug Magic is currently the program lead for knowledge management in the Consulting Services organization at Cisco Systems. His work includes creating a framework and structure for managing organizational intellectual capital to enable employees to more effectively find what they need to do their jobs. He has worked at Cisco for over 10 years and in over 20 countries. Prior to Cisco, Doug worked at AMD and Management Associates in the areas of HR consulting, project management, and technical recruitment. He is also involved in academia and has worked as an Adjunct Professor of International Management in the business school at Golden Gate University in San Francisco. He holds a BA in Economics from Occidental College and an MBA in International Business from Thunderbird, the Garvin School of International Management.

Charles Seeley is a Knowledge Strategist, and manages the knowledge enablement program for the Technology and Manufacturing Group, Intel Corporation's largest business unit. He is a member of the Editorial Board of and a frequent contributor to *Knowledge Management Review*. For further information see www.intel.com/technology/ techresearch/people/bios/seeley_c.htm.

Case studies and lessons by contributors

Deborah Dunagan, "KM measurement in evolutionary contexts: lessons learned from IBM Community Measures."

Bruce Karney, "Defining incentive programs in KM – lessons from HP."

Doug Magic, "Structuring knowledge in KMS – lessons from Cisco."

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