

Tools and Processes to Improve Organizational Information Flow

Israel Internet Association
Noa Arbel
Advisor: Nehora Dagan-Hess

The understanding that, in a dynamic and technology-intensive world, knowledge becomes a strategic asset of the organization increases the need to develop solutions for knowledge management among employees.

The Israel Internet Association has set itself the goal of improving the flow of information between the various organizational interfaces and increasing internal organizational communication, while mapping the accumulated knowledge in the organization and enabling the knowledge management to increase internal and extra-organizational transparency. According to Puex (1998), the introduction of technology or information knowledge management systems into the organization is not only a technical change but an organizational change in every aspect (Klein & Ralls, 2005), which includes management, documentation, preservation, construction, retrieval and distribution of all the knowledge and experience accumulated by the employees during their work (Idan, 2003). In the first stage of the project, I identified the needs of the organizations with the employees. This process included personal conversations with several key members, which were translated into solutions:

1. Building organizational database that incorporates a number of knowledge sources into one source of information.
2. Building information architecture to retrieve information easily.
3. Create work processes for knowledge management and assimilation of organizational change.

The final product is divided into two parts:

1. Examining a number of document management systems and guidance on information architecture.
2. Creating processes that will help assimilate the organizational culture and instill habits of use and ongoing knowledge management.

In order to harness employees to the process, the following activities are important:

- ◀ Support and leadership of the senior echelon in implementing knowledge management in the organization.
- ◀ Leading the assimilation process by a knowledge manager in the organization and integrating the change in routine work processes.
- ◀ Integration of recognition and compensation policy.