

## Implementation of knowledge management methods in a higher education institution

Organization: The Max Stern Yezreel Valley College

Student name: Olga Merzin

Advisor name: Gilad Dasa, Information Systems Manager

This paper describes the development and management of the library site within an organizational intranet portal based on Microsoft's SharePoint Server 2010. The project's purpose was to build a comprehensive system enabling access to the organization's information and knowledge. This was achieved by collection and processing of information from various sources (from inside and outside the organization) and by creation of a user-adapted information presentation tool with combined access to all of the organizations' applications, thus enhancing cooperation within the organization. Recent academic studies address questions such as: Are knowledge management concepts and methods from the business sector applicable to higher education? How could universities benefit from them? What challenges arise when implementing them? An understanding of organizational knowledge creation processes is necessary prior to examination of management methods. This project is based on Nonaka's model regarding knowledge creation as a dynamic process of interaction between organizational members and between an organization and its environment, including an understanding of the organization's knowledge assets and effective information use and sharing. The project had several phases: evaluation of the organizational needs, meeting with the team members, planning of the outline structure, division of the site to web parts according to the needs and ideas presented at team meetings, collection of existing information (shared documents, accepted practices and regulations, work tips), entering the information into the website and management of the current workflow of the website. In view of the work done, it is clear that the implementation of knowledge management methods is fully applicable in a higher education organization and contributes greatly to the organizational workflow and to employee collaboration. Proper knowledge management facilitates, among other things, changes in the flow of information within the organization, saves time and resources and creates a work environment that encourages creativity and collaboration.