

Framework for managing shared knowledge in an information systems outsourcing context

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ABSTRACT:

Both information systems (IS) outsourcing and knowledge management are well-established business phenomena. The integration of shared knowledge in an IS outsourcing arrangement, represents the blending of organisational knowledge with external knowledge sources. In an attempt to provide tactical mechanisms for creating and managing shared knowledge in organisations embarking on IS outsourcing arrangements, this article focuses on the design and application of a knowledge framework for IS outsourcing, with the purpose of guiding organisations in their knowledge exchange planning through concrete mechanisms, practical steps and validation. Key considerations for IS outsourcing is mapped to critical success factors, each associated with a set of knowledge requirements and knowledge flows to support the successful achievement of a specific critical success factor. An associated assessment tool was designed to identify knowledge exchange mechanisms and potential issues and gaps in current or future IS outsource arrangements.