We welcome the authors to this year’s HICSS-49 mini-track “Report from the Field” and are confident their study will provide new avenues of research that will enhance knowledge management (KM). Foremost, we welcome the distinguished leading edge researcher’s Murray Jennex, Stefan Smolnik, and Dave Croasdell, to our mini-track. Their previous studies have expanded our KM Body of Knowledge and significantly demonstrated the factors that influence KM success. Defining when a KM project or initiative is successful is often difficult. Their prior research proposed KM success was measured in four dimensions: impact on business processes, impact on knowledge management strategy, leadership/management support, and knowledge content. Their manuscript titled “The Search for Knowledge Management Success” proposes a set of measures that operationalizes these four dimensions. The results of the study empirically demonstrated the KM success dimensions were significant and 20 items were identified as indicating KM success.

Julee Hafner, a professor at Lake Sumter State College in Leesburg, Florida, will discuss the patient safety problem in her manuscript titled “Does Incomplete Learning Impact Medical Errors”. Healthcare organizations are impacted by the increasing rate of change in regulatory, medical, and technological. This ultimately leads to an inability to effectively process, retain, and utilize the increasing amounts of data. The study focuses on how complete unlearning is essential to maintaining competency, where incomplete unlearning may influence incidence of medical errors.

Rick Kiper, representing the U.S. Department of Justice in Miami, Florida, will discuss his manuscript titled “Needs to Know: Validating User Needs for a Proposed FBI Academy Knowledge Management System”. Rick discusses the challenges large organizations face when in providing accurate training in an environment of rapid change. Ever-changing business processes and policies that must be aligned with training programs, are difficult to manage. One particular large organization recognized the need for a knowledge management (KM) solution and took steps to elicit user needs from a group of training experts.