Using Corporate Libraries to Support Compliance and Governance Efforts
An Annotated Bibliography

Shannon Lewis-Hillstrom
INFO 522: Information Access & Resources
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Introduction

Scope

Topic Description

Literature Review
Bibliography

Entry 1


**Abstract**

“There has been growing recognition in recent years of the importance of corporate governance in ensuring sound financial reporting and deterring fraud. The audit serves as a monitoring device and is thus part of the corporate governance mosaic. The objective of this paper is to examine the impact of various corporate governance factors, such as the board of directors and the audit committee, on the audit process. Importantly, there is little professional guidance on how auditors should consider such factors when formulating an appropriate audit strategy, and there has been only one prior study on this issue. A semi-structured interview was conducted with 36 auditors on current audit practices in considering corporate governance in the audit process. Reflecting on client experiences, auditors indicate a range of views with regard to the elements included in the rubric of "corporate governance." Most significantly, auditors view management as the primary driver of corporate governance.”

**Annotation**

This is an early article addressing corporate governance and establishes some background for the importance of such efforts in records and knowledge management. It does this by conducting interviews with auditors and covers factors that the auditors identify as impacting the success of corporate governance efforts in passing audits.

**Search Strategy**

This was my initial search, and early in our exploration of ProQuest. I wasn’t sure which databases would be best and did not limit the databases. When I began this search my topic was still forming and so I used some basic terms related to what I was considering, corporate libraries and processes / procedures.

**Database**

All 41 Available Databases [ProQuest]

**Method of Searching**

Keyword searching
**Search String**

Corporate AND Process AND Library

**Scholarly/Refereed Status**

After locating the article through the above steps, the article was also located in LISA and was located under the “Peer-Reviewed Journals” tab. Additionally, Ulrich’s lists it is a scholarly journal and that it’s refereed. According to the journal’s website, it is “an international, peer-reviewed journal.”

**Entry 2**


**Abstract**

Enterprises establish computer security policies to ensure the security of information resources; however, if employees and end-users of organisational information systems (IS) are not keen or are unwilling to follow security policies, then these efforts are in vain. Our study is informed by the literature on IS adoption, protection-motivation theory, deterrence theory, and organisational behaviour, and is motivated by the fundamental premise that the adoption of information security practices and policies is affected by organisational, environmental, and behavioural factors. We develop an Integrated Protection Motivation and Deterrence model of security policy compliance under the umbrella of Taylor-Todd's Decomposed Theory of Planned Behaviour. Furthermore, we evaluate the effect of organisational commitment on employee security compliance intentions. Finally, we empirically test the theoretical model with a data set representing the survey responses of 312 employees from 78 organisations. Our results suggest that (a) threat perceptions about the severity of breaches and response perceptions of response efficacy, self-efficacy, and response costs are likely to affect policy attitudes; (b) organisational commitment and social influence have a significant impact on compliance intentions; and (c) resource availability is a significant factor in enhancing self-efficacy, which in turn, is a significant predictor of policy compliance intentions. We find that employees in our sample underestimate the probability of security breaches.

**Annotation**

**Search Strategy**

For this search session I began in Web of Science by looking up an author I found in a previous search (the article was interesting but did not fit the criteria for this project). I then examined the
results and commonly cited sources to find shared / common Topics. I then used those results to conduct additional citation tracking. I found several of my sources during this search session.

**Database**: Web of Science

**Method of Search**: Citation Tracking

**Search String**: I began with the following search string and then drilled into the citations of promising articles.

\[ \text{Topic= (Compliance) AND Topic = ((Information OR IT) NEAR Security)} \]

**Scholarly / Refereed Status**

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**Entry 3**


**Abstract**

Many organizations recognize that their employees, who are often considered the weakest link in information security, can also be great assets in the effort to reduce risk related to information security. Since employees who comply with the information security rules and regulations of the organization are the key to strengthening information security, understanding compliance behavior is crucial for organizations that want to leverage their human capital. This research identifies the antecedents of employee compliance with the information security policy (ISP) of an organization. Specifically, we investigate the rationality-based factors that drive an employee to comply with requirements of the ISP with regard to protecting the organization's information and technology resources. Drawing on the theory of planned behavior, we posit that, along with normative belief and self-efficacy, an employee's attitude toward compliance determines intention to comply with the ISP. As a key contribution, we posit that an employee's attitude is influenced by benefit of compliance, cost of compliance, and cost of noncompliance, which are
beliefs about the overall assessment of consequences of compliance or noncompliance. We then postulate that these beliefs are shaped by the employee's outcome beliefs concerning the events that follow compliance or noncompliance: benefit of compliance is shaped by intrinsic benefit, safety of resources, and rewards, while cost of compliance is shaped by work impediment; and cost of noncompliance is shaped by intrinsic cost, vulnerability of resources, and sanctions. We also investigate the impact of information security awareness (ISA) on outcome beliefs and an employee's attitude toward compliance with the ISP. Our results show that an employee's intention to comply with the ISP is significantly influenced by attitude, normative beliefs, and self-efficacy to comply. Outcome beliefs significantly affect beliefs about overall assessment of consequences, and they, in turn, significantly affect an employee's attitude. Furthermore, ISA positively affects both attitude and outcome beliefs. As the importance of employees' following their organizations' information security rules and regulations increases, our study sheds light on the role of ISA and compliance-related beliefs in an organization's efforts to encourage compliance.

**Annotation**

**Search Strategy**

For this search session I began in Web of Science by looking up an author I found in a previous search (the article was interesting but did not fit the criteria for this project). I then examined the results and commonly cited sources to find shared / common Topics. I then used those results to conduct additional citation tracking. I found several of my sources during this search session.

**Database**: Web of Science

**Method of Search**: Citation Tracking

**Search String**: I began with the following search sting and then drilled into the citations of promising articles.
Topic= (Compliance) AND Topic = ((Information OR IT) NEAR Security)

**Scholarly / Refereed Status**

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<td>Academic / Scholarly</td>
<td>Management Information Systems</td>
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<td>Yes</td>
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Entry 4

**Abstract**

This paper aims at surveying the extrinsic and intrinsic motivations that influence the propensity toward compliant information security behavior. Information security behavior refers to a set of core information security activities that have to be adhered to by end-users to maintain information security as defined by information security policies. The intention is to classify the research done on compliant information security behavior from an end-user perspective and arrange it as a taxonomy predicated on Self-Determination Theory (SDT). In addition, the relative significance of factors that contribute to compliant information security behavior is evaluated on the basis of empirical studies. The taxonomy will be valuable in providing a comprehensive overview of the factors that influence compliant information security behavior and in identifying areas that require further research.

**Annotation**

**Search Strategy**

For this search session I began in Web of Science by looking up an author I found in a previous search (the article was interesting but did not fit the criteria for this project). I then examined the results and commonly cited sources to find shared / common Topics. I then used those results to conduct additional citation tracking. I found several of my sources during this search session.

**Database:** Web of Science

**Method of Search:** Citation Tracking

**Search String:** I began with the following search sting and then drilled into the citations of promising articles.
Topic= (Compliance) AND Topic = ((Information OR IT) NEAR Security)

**Scholarly / Refereed Status**

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Entry 5


**Abstract**

This research investigated information systems security policy (ISSP) compliance by drawing upon two relevant theories i.e. the theory of planned behavior (TPB) and the protection motivation theory (PMT). A research model that fused constituents of the aforementioned theories was proposed and validated. Relevant hypotheses were developed to test the research conceptualization. Data analysis was performed using the partial least squares (PLS) technique. Using a survey of 124 business managers and IS professionals, this study showed that factors such as selfefficacy, attitude toward compliance, subjective norms, response efficacy and perceived vulnerability positively influence ISSP behavioral compliance intentions of employees. The data analysis did not support perceived severity and response cost as being predictors of ISSP behavioral compliance intentions. The study's implications for research and practice are discussed.

**Annotation**

Search Strategy

For this search session I began in Web of Science by looking up an author I found in a previous search (the article was interesting but did not fit the criteria for this project). I then examined the results and commonly cited sources to find shared / common Topics. I then used those results to conduct additional citation tracking. I found several of my sources during this search session.

**Database:** Web of Science

**Method of Search:** Citation Tracking
Search String: *I began with the following search sting and then drilled into the citations of promising articles.*
*Topic* = *(Compliance) AND Topic = ((Information OR IT) NEAR Security)*

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<td>Elsevier Advanced Technology</td>
<td>Academic / Scholarly</td>
<td>Provides information about all phases of computer security.</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>Copyright Clearance Center (CCC)</td>
</tr>
</tbody>
</table>

**Entry 6**


**Abstract**

We develop an individual behavioral model that integrates the role of top management and organizational culture into the theory of planned behavior in an attempt to better understand how top management can influence security compliance behavior of employees. Using survey data and structural equation modeling, we test hypotheses on the relationships among top management participation, organizational culture, and key determinants of employee compliance with information security policies. We find that top management participation in information security initiatives has significant direct and indirect influences on employees attitudes towards, subjective norm of, and perceived behavioral control over compliance with information security policies. We also find that the top management participation strongly influences organizational culture which in turn impacts employees attitudes towards and perceived behavioral control over compliance with information security policies. Furthermore, we find that the effects of top management participation and organizational culture on employee behavioral intentions are fully mediated by employee cognitive beliefs about compliance with information security policies. Our findings extend information security research literature by showing how top management can play a proactive role in shaping employee compliance behavior in addition to the deterrence oriented remedies advocated in the extant literature. Our findings also refine the theories about the role of organizational culture in shaping employee compliance behavior. Significant theoretical and practical implications of these findings are discussed.

**Annotation**
**Search Strategy**

For this search session I began in Web of Science by looking up an author I found in a previous search (the article was interesting but did not fit the criteria for this project). I then examined the results and commonly cited sources to find shared / common Topics. I then used those results to conduct additional citation tracking. I found several of my sources during this search session.

**Database:** Web of Science

**Method of Search:** Citation Tracking

**Search String:** I began with the following search sting and then drilled into the citations of promising articles.

*Topic* = *(Compliance)* AND *Topic* = *((Information OR IT) NEAR Security)*

### Scholarly / Refereed Status

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**Entry 7**


**Abstract**

Electronic commerce (e-commerce) has become a major factor in determining the future survival or success of organizations. The definitions of e-commerce are many and diverse. In addition to these, there are varied notions of electronic business (e-business) and collaborative commerce (c-commerce). Here, we structure the existing five-fold e-commerce taxonomy to accommodate various e-business and c-commerce perspectives as well. From this, we synthesize an integrated
over-arching definition of e-business. However, the result has a limitation. To overcome it, we advance a knowledge-management view that explicitly recognizes e-business as being based on e-knowledge: processes and technologies for managing knowledge. We contend that the knowledge-oriented perspective of e-commerce/e-commerce/e-business is beneficial in furnishing a common, organized, and unified foundation for understanding and managing electronic organizations in the knowledge e-conomy.

Annotation

Search Strategy

I located this article by searching for an author from another unusable source. I had located a text collection of research in my company’s learning management system and decided to track down articles by the same authors from some of the chapters that closely fit my research. I located a similar article by the same authors but could not find the full text version. The other article had a very similar abstract and appeared to contain some of the same research.


Database
ProQuest – all databases

Method of Search
Author Keyword

Search String
au(holsapple) AND ti("Electronic commerce")

Scholarly / Refereed Status

Journal website lists editorial board from wide range of academic institutions.

Entry 8

Abstract
This study examines the relationship between firm absorptive capacity and organizational responsiveness in the context of growth-oriented small and medium-sized enterprises (SMEs). By testing the different dimensions of absorptive capacity, external knowledge acquisition and intrafirm knowledge dissemination were found to be positively related to organizational responsiveness. In addition, the relationships between absorptive capacity and organizational responsiveness were moderated by environmental dynamism and the SMEs’ strategic orientation. Results demonstrate that the responsiveness of growth-oriented SMEs is expected to increase if (1) they have well-developed capabilities in external knowledge acquisition and intrafirm knowledge dissemination; (2) they have a well-developed external knowledge acquisition capability and adopt a more proactive strategy, such as being a prospector; (3) they face a turbulent environment and have a well developed internal knowledge dissemination capability. Implications and future research directions are provided.

Annotation

Search Strategy

I located this article by searching for an author from another unusable source. I had located a text collection of research in my company’s learning management system and decided to track down articles by the same authors from some of the chapters that closely fit my research.

Database
ProQuest

Method of Search
Citation Tracking

Search String
This article was cited in an article located in a collection of research. I looked up the following chapter from the text and reviewed the citations.


Scholarly / Refereed Status

Serial Type Journal
Content Type Academic / Scholarly
Format Online
Website http://www.wiley.com/bw/journal.asp?ref=1042-2587
Description
Publishes results of research in entrepreneurship, small business, and family business.

From website
*Entrepreneurship Theory and Practice (ET&P)* is a leading scholarly journal in the field of entrepreneurship studies. The journal's mission is to publish original papers which contribute to the advancement of the field of entrepreneurship. *ET&P* publishes conceptual and empirical articles of interest to scholars, consultants, and public policy makers. Most issues also feature a teaching case.

**Entry 9**

**Abstract**
Metadata is considered crucial for the organization, management and retrieval of data within a content management system. While numerous works exist that define the critical nature and importance of metadata, little practical guidance is available with which organizations looking to develop metadata standards to meet their corporate needs can do so. This article presents a case study in which a metadata standard was developed for an international construction industry-based consultancy for managing content within a proposed multimedia library. Three parallel activities were carried out as part of the research methodology. A desk study was initially conducted to capture the metadata used in the previous library. A review of 11 metadata standards was carried out to obtain a baseline of suitable attributes. A workshop was then conducted with a sample of end users to further capture specific requirements. The outcomes from all three exercises were then analysed to obtain a company-wide metadata standard. A further refinement was carried out to rationalize the list into a core set of attributes. A closeout workshop was then conducted with key participants to identify lessons learnt and review the outcome of the project. Drawing from these, this article further adds to knowledge by proposing a 12-step guide to enable organizations develop similar metadata standards to meet their needs. The research outcome also shows that while existing metadata standards can be used as a starting point, no specific standard is comprehensive enough to meet the needs of an organization without appropriate levels of customization.

**Annotation**

**Search Strategy**
This was my initial search, and early in our exploration of ProQuest. I wasn’t sure which databases would be best and did not limit the databases. When I began this search my topic was still forming and so I used some basic terms related to what I was considering, corporate libraries and processes / procedures.
Entry 10

**Abstract**

*Purpose –* The purpose of this paper is to investigate the awareness about digital preservation and what must be done towards preserving valuable original digital material. The paper also aims to discuss the use of metadata principles and the implementation of tools for the preservation of documents stored on personal computers.

*Design/methodology/approach –* Data loss prevention starts with the creation of a digital object. However, methods to minimize the loss of digital data are often ignored, the use of metadata structures embedded in digital objects from the outset thereof are recommended as a starting point towards good preservation principles. The need to create awareness on the issue of digital preservation was promoted by the authors at various occasions during 2008, as the number of incidents of data loss and costs involved continue to be of concern to all involved. Whether the loss occurs by a malicious attempt, or an inadvertent mistake, it can be diminishing either personally or to the institute/company where it occurs. Data were collected through a digital questionnaire and literature studies were done on several strategies, policies and best practices. Personal visits to libraries actively working on digital preservation and curation formed a basis for conducting the study. The implementation of tools that can be used to preserve and retrieve digital content by individuals was also investigated.

*Findings –* Digital objects should be archived with metadata about the object and the creation thereof. Metadata need not necessarily be structured and controlled when used by individuals or small groups for preservation of self owned data. The metadata content, however, should describe the object, the method of creation and technologies used in the creation. All changes to the document should be captured in the preservation metadata. Future access to digital content does not only depend on one preservation method but on a sequence of strategies and methods applied to the digital content.

*Originality/value –* The paper provides a broad overview of certain aspects that must be considered when implementing digital preservation strategies. The value of metadata needs to be
widely accepted and implemented and the use thereof promoted to creators of personal digital objects.

Annotation

Search Strategy

I located this article by searching for an author from another unusable source. I had located a text collection of research in my company’s learning management system and decided to track down articles by the same authors from some of the chapters that closely fit my research.

Database
ProQuest

Method of Search
Citation Tracking

Search String
This article was cited in an article located in a collection of research. I looked up the following chapter from the text and reviewed the citations.


Scholarly / Refereed Status

Ria Groenewald, (Department of Library Services, University of Pretoria, Onderstepoort, South Africa), Amelia Breytenbach, (Jotello F. Soga Library, Faculty of Veterinary Science, University of Pretoria, Onderstepoort, South Africa)

Entry 11

Abstract

A hallmark of the new economy is the ability of organizations to realize economic value from their collection of knowledge assets as well as their assets of information, production
distribution, and affiliation. Despite the competitive necessity of becoming a knowledge-based organization, senior managers have found it difficult to transform their firms through programs of knowledge management. This is particularly true if their organizations have long histories of process and a tradition of business success. This research examines the issue of effective knowledge management from the perspective of organizational capabilities. This perspective suggests that a knowledge infrastructure consisting of technology, structure, and culture along with a knowledge process architecture of acquisition, conversion, application, and protection are essential organizational capabilities or preconditions for effective knowledge management.

Through analysis of surveys collected from over 300 senior executives, this research empirically models and uncovers key aspects of these dimensions. The results provide a basis for understanding the competitive predisposition of a firm as it enters a program of knowledge management.

Annotation

Search Strategy

I came across this article while trying to retrieve a full-text version of another research. When I searched for the other article’s title, I forgot to select the title field in the ProQuest Advanced Search field. I retrieved many results using this inadvertent method.

Database
ProQuest – All databases

Method of Search
Key word search – Natural Language

Search String
Electronic Commerce: From a Definitional Taxonomy Toward a Knowledge-Management View

Scholarly / Refereed Status

Entry 12

Abstract

Faceted navigation is a proven technique for supporting exploration and discovery within an information collection.
The underlying data model is simple enough to make navigation understandable while at the same time rich enough to make navigation flexible in a wide range of domains. Nonetheless, there remain issues in both the presentation of navigation options in the interface and in how to extend the model to allow more flexible discovery while still retaining understandability. This paper explores both of these issues.

Annotation

Search Strategy

This source was located using deep/invisible web resources. I began in ipl2 which lead me to http://www.searchtools.com/. While there I found a link to the FLAMENCO search interface project at UC Berkley School of Information, which includes PDF files of the research papers and presentations that have come out of that project.

Scholarly / Refereed Status

Entry 13

Abstract

Purpose: The article alerts technical communicators to wiki technology, an emerging new medium that allows dispersed groups to create shared content via collaborative editing and different-time communication. Wiki-based collaborative content creation enables new communication practices and thereby challenges several assumptions of existing media choice theories.

Method: Analysis of empirical evidence from 32 published case descriptions and reports to evaluate wiki technology in a corporate context based on the defining characteristics of three media choice theories (i.e., media richness theory, theory of media synchronicity, and common ground theory).

Results: Wikis meet or exceed capabilities of several other communication and collaboration media, and thus provide a credible alternative to other business communication technologies currently in use. Further, distinct media capabilities of wikis are not fully represented by current media choice theories, suggesting the need to extend media choice theories to recognize these unique capabilities.
Conclusion: The unique features of enterprise wikis enable new collaboration practices and challenge some of the core theoretical assumptions of media choice theories. The refactoring capability of wikis is identified as a unique feature that enables new forms of collaboration and communication in organizations. An implementation that wishes to successfully leverage wiki-enabled collaboration opportunities must carefully consider challenges of human interaction such as free-riding, or conflict of values.

Keywords: Wiki; Content refactoring; Collaborative writing; Media capability; Business communication

Annotation

Search Strategy

This deep web search was conducted directly in the web site for Technical Communication: Journal of the Society for Technical Communication. I am a member of the society and as such have access to the journal. I searched for “governance” on the site.

Scholarly / Refereed Status

From the Technical Communication web site:

About the Authors

Christian Wagner, PhD, is professor of information systems and director of the Centre for Applied Knowledge and Innovation Management, City University of Hong Kong. He earned his PhD in business administration from the University of British Columbia, Canada, in 1989, and thereafter served as a faculty member at the University of Southern California, before joining City University in 1996. Wagner’s research focuses on the development and study of decision support systems, creativity support, and knowledge management with wikis and weblogs. He is a member of the Society for Technical Communication. Contact: iscw@cityu.edu.hk.

Andreas Schroeder, PhD, is a lecturer for information systems at the Business School of the University of Buckingham, UK. After he received his PhD in information systems from Victoria University of Wellington, New Zealand in 2008, he worked as a research fellow at the Centre for Applied Knowledge and Innovation Management, City University of Hong Kong, and in the Computing Department of the Open University, UK. He joined the University of Buckingham in 2010. His research focuses on the management of organizational knowledge and the use and practices related to social software, especially wiki technology. Contact: andreas.schroeder@buckingham.ac.uk.
Entry 14

**Abstract**

Purpose - The purpose of this paper is to provide organizations which are keen to implement wikis with insight into its usefulness and possible role in the knowledge sharing and management process through lessons learnt from implementation of wikis by organizations ranging from SMEs with less than ten users to those with a vast network of 193 million members. These organizations are from the non-technology as well as technology-based sectors. 

Design/methodology/approach - The paper takes the form of a general review. It provides a background into the advent of wikis and briefly discusses related work on use of Wikis in corporate, public and educational context. This is followed by review of three case studies carried out on implementation of wikis and an analysis of the review. 

Findings - The review proposes a framework for the wiki adoption process which may be used as a guide for in future adoption by organizations. It also found that some benefits which move these organizations towards the usage of wikis include its ease of use, ability to track and edit, its influence on the building of a trusting culture and as a central repository of information. One significant and tangible benefit from the use of wikis is its ability to save time and therefore, money. Issues to be addressed include security, control as well as technical issues such as data migration. 

Research limitations/implications - The paper presents examples based on case studies conducted by other authors and a framework based on the observation of the key push factors and commonalities among the cases. Further empirical testing is needed to demonstrate the framework introduced in this paper. 

Originality/value - The paper suggests that wikis may be the key to a viable and usable knowledge management tool due to its ease of use and collaborative nature, which ultimately leads to time and cost savings. A preliminary framework to represent the implementation flow of a wiki is also presented and may serve as a guide for organizations considering the use of wikis as a knowledge management tool.

**Annotation**

This article was cited in Entry 13.

**Method of Search**
Citation Tracking
Conclusion

Academic Honesty Statement
I certify that:

- This assignment is entirely my own work.
- I have not quoted the words of any other person from a printed source or website without indicating what has been quoted and providing an appropriate citation.
- I have not submitted this assignment to satisfy the requirements of any other course.

Signature  _________________
Shannon Lewis-Hillstrom

Date  ____________________