Abstract

The dissertation at hand discloses a phase model for systematically introducing knowledge-based information systems that are based on well proven processes and work-flows into a business. The development of the procedure is based on the latest research in knowledge management as well as an analogy to the methods used for introducing standard software.
The phase model for the implementation is executed as a project that includes the software provider as a strategic partner so that the software can be customized to individual requirements. The phase model begins with an analysis phase in which the prerequisites in the business are analysed and a suitable software system for supporting the knowledge processes is selected. In the subsequent pilot phase the software and the developed methods are put to the test in close cooperation with the staff. The insights that were acquired by practical deployment during this phase are utilized for optimizing the software as well as the knowledge processes before the system deployment is extended to additional business departments during the expansion phase. The subsequent full operation phase aims at additional networking of information and connection to other data processing systems.
Success is measured by means of a newly developed implementation scorecard. With this instrument, the achieved changes in corporate culture and in the interaction of co-workers with each other and with the software system can be understood and contingent steering measures can be taken.