

Association for Information Systems

AIS Electronic Library (AISeL)

NEAIS 2022 Proceedings

New England Chapter of Association for
Information Systems

10-29-2022

A Case of Information Technology Enabled Knowledge Management During the Covid-19 Pandemic

Shouhong Wang

University of Massachusetts Dartmouth, swang@umassd.edu

Follow this and additional works at: <https://aisel.aisnet.org/neais2022>

Recommended Citation

Wang, Shouhong, "A Case of Information Technology Enabled Knowledge Management During the Covid-19 Pandemic" (2022). *NEAIS 2022 Proceedings*. 38.

<https://aisel.aisnet.org/neais2022/38>

This material is brought to you by the New England Chapter of Association for Information Systems at AIS Electronic Library (AISeL). It has been accepted for inclusion in NEAIS 2022 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact elibrary@aisnet.org.

A Case of Information Technology Enabled Knowledge Management During the Covid-19 Pandemic

Completed Research Paper

Shouhong Wang
Charlton College of Business, University of Massachusetts Dartmouth
swang@umassd.edu

ABSTRACT

The Covid-19 pandemic has impacts on the working environment and cultures of organizations. This case study explores positive practices of information technology enabled knowledge management in two aspects during the Covid-19 pandemic. First, the Covid-19 pandemic has driven “smart working” in organizations. Organizations can cope with this change in a positive way in knowledge management through stimulating knowledge flows using information technologies. Second, information technology enabled transformational and transactional of knowledge management are the key to success of “smart working” in the organization during the Covid-19 pandemic. Fully digitalization in organizations beyond “smart working” using digitalized documents repositories and knowledge management enables the organizational learning. The positive practices of knowledge management developed in response to the Covid-19 pandemic can continuously be applied to knowledge management in the long-term of development of organizations.

Keywords

Information technology, knowledge management, case study, Covid-19.