Objective:
Examine a knowledge management problem and propose a possible approach.

What to do:
Like all educational institutions, the student body at CTI is in constant flux. Things learned by one set of students must be relearned by another set. This is an extreme case of the expert turnover problem that is one of the motivating factors for knowledge management. Consider this to be your knowledge management problem.

• What broad categories of tasks could be aided by knowledge management approach?
• What kinds of cases would be relevant?
• How would you go about capturing student experience and making it available to others?

Spend 5 minutes thinking about these questions and making notes to yourself, then we will brainstorm as a group.

What to turn in:
• One student will be responsible for creating a web page containing the outcome of our brainstorming session.

Special DL instructions:
You will have to perform this exercise on your own. Brainstorm first, writing down all of the ideas that occur to you, and then prioritize and edit. Produce a 2-3 page document detailing your answers to the questions above. I encourage you not to view the in-class discussion until you have a draft of your own ideas. Then, observe the discussion and see if any new ideas or issues are raised. Your document is due 4/14.