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Announcements

- Information for submissions to the December 2019 Special Issue is available [here](#).
- Call for Abstracts for MISQE Workshops at ICIS and HICSS in preparation for the December 2019 Special Issue is available [here](#).
- MISQE paper is one of five to receive a 2017 AIS Senior Scholars Best Paper Award. Congratulations to authors Oliver Muller, Stefan Debortoli, Iris Junglas, and Jan vom Brocke for their article "Using Text Analytics to Derive Customer Service Management Benefits from Unstructured Data" published in the December issue of 2016 that was one of five to receive the Senior Scholars Best Paper Award. The paper is available online [here](#) and the powerpoint for classroom use, [here](#). This is the third time an MISQE paper has received this prestigious award. The previous winners were Gabriele Piccoli and Myle Ott in 2015 for their paper "Impact of Mobility and Timing on User-generated Content" published in the September, 2014 issue and Dorothy Leidner and Jane Mackay in 2007 for their paper "How Incoming CIOs Transition into Their New

Jungles and gardens: The Evolution of Knowledge Management at J.D. Edwards

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Abstract

Over a period of eight years, 1995-2003, J.D. Edwards evolved three innovative approaches to knowledge management (KM). The evolution in each started with a grass-roots effort and grew to become an institutionalized enterprise application. With limited resources, J.D. Edwards has built a Global Web site Community, a sophisticated intranet/extranet (called the Knowledge Garden?), and a content management application (called Content Manager) that allows people to reuse multilingual technical documents by drawing them from a "single source" location. The evolution of these three projects is analyzed using a four-phase stage model and illustrates 12 lessons for others on how to effectively plan an enterprise KM project, anticipate change, and set appropriate expectations. In the initiation stage, organizations need to identify and encourage an evangelist or champion to gain executive support and sponsorship. In the contagion stage, organizations need to establish content ownership and useful standards, and develop innovative ways of aligning the KM project with revenue generation. In the contraction stage, organizations need to anticipate the ongoing needs of updating the technologies and improving the governance processes. Finally, in the integration stage, organizations find a unifying vision and use techniques that will institutionalize knowledge management. The impact of these enterprise content management initiatives at J.D. Edwards has been considerable. Early ROI studies on the Knowledge Garden indicated an 1811% return totaling \$5 million annually in saved time and reduced paper costs. Content Manager, with a 270% ROI the first year, has been a consistent revenue driver, delivering over \$7 million to the bottom line by early 2003 and an additional \$7.5 million from the Web-based tool and courseware. By February 2002, jdedwards.com was driving over \$10 million in pipeline leads.

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The **mission** of MISQE is to encourage practice-based research in information systems and disseminate the results of that research in a manner that makes its relevance and findings readily apparent.

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Jobs" published in January 2006. The awards were established by the Senior Scholars of AIS in 2006 to recognize the five best papers published in the field of Information Systems in the preceding year.

- You are invited to participate in this joint practitioner-academic workshop at SIM Connect LIVE in Dallas, TX on April 11-13, 2018. For more information, click [here](#) or go to www.simnet.org and click on SIM Connect LIVE.
- MISQE is now providing powerpoint presentations of published articles free to all readers. Click on the ARTICLES tab for access to these resources. Access to full articles is available free to AIS and SIM members.

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