

THETA

The Higher Education Technology Agenda

Knowledge as a tool for change

Presentation of the goals and key objectives, processes, methods, and partners involved, in the implementation of an online IT Knowledge Base for the University of Auckland, New Zealand. Identifies a process for managing the service needs of the various faculty groups across the University and their IT support teams. Suggests roles and stages of self-service in an implementation cycle to ensure gradual uptake and use, making the transition from tacit to explicit knowledge creation and use easy and valuable at all levels.

A portion of the presentation will provide an overview of how the Knowledge Centred Support (KCS) principles and the ITIL framework support the continuous improvement process within a diverse university culture and environment.

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