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A technology for conversational knowledge management and group collaboration

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Recommended Citiation

Christian Wagner(2004)”wiki: A technology for conversational knowledge management and group collaboration” Communication of the association for information sytem:vol.13, artical 19.

Available at: http://aisel.aisnet.org/cais/vol13/iss1/19

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ABSTRACT:

Wikis (from wiki meaning “fast” in Hawaiian) are a promising new technology that supports “conversational” knowledge creation and sharing.

A Wiki is a collaboratively created and iteratively improved set of web pages, together with the software that manages the web pages. Because of their unique way of creating and managing knowledge, Wikis combine the best elements of earlier conversational knowledge management technologies, while avoiding many of their disadvantages.

Keywords: Wiki, knowledge management, conversational knowledge management, weblog, groupware, group decision support system.