

Conclusion

- TPA enjoy the rich resources provided by the government.
- Poor information technology strategic plan and low motivation of employees to adopt technology system exert negative effects on TPA.
- Employees need to be trained to use the SharePointProject and their habits of learning and sharing knowledge should be cultivated.
- The system should be customized to fit TPA.
- In the long run, TPA needs to develop specific strategies too share tacit knowledge.

'We Gave Them a Tool, but
Hardly Anyone's Using It!'
Untangling the Knowledge
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Introduction

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SWOT Analysis

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Strengths

- Adequate financial resources
- Professional skilled workforce

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Weaknesses

- A complex decision making process
- Poor information technology strategic plan
- Bad implementation of knowledge management system

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Opportunities

- A comprehensive information technology strategic plan will make for better operation of the company

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Threats

- Making changes to the software may upset and confuse employees who are used to the current configuration

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Threat of New Entrants & Competitors

- The barriers of entry into the government sector are extremely low
- Non-profit organization would be a potential competitor

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