

12TH ICCRTS
“Adapting C2 to the 21st Century”

“A framework for inter-organizational collaboration and sensemaking integrating
communication and knowledge management tools.”

Topics: Sensemaking, collaborating, new approaches to C2

Authors:

Paul Nuschke, Student
Xiaochun Jiang, Ph.D.

Point of Contact:

Paul Nuschke
North Carolina A&T State University
1601 East Market Street
Greensboro, NC 27411
(919) 452-7755
paul.nuschke@yahoo.com

Different branches of the military are often finding themselves in joint ventures or coalitions with multiple, diverse organizations, including other branches and governments and civilian non-governmental organizations (NGO). The ability to successfully communicate across organizational boundaries is important to the success of these collaborations and their sensemaking. While researchers have examined ways to help people communicate with one another and to store and share knowledge, relatively little research has looked at the integration of the two and how it might help support collaborations between people from multiple organizations. Recently a new technology, the “wiki,” has shown promising utility in managing and sharing knowledge, and some people have begun adding wikis to their collaborative toolset. The proposed framework integrates communication technologies and knowledge management tools such as the wiki to enable organizations to communicate knowledge across organizational boundaries.