

Title	受注型情報システムの開発から運用への引継ぎのナレッジマネジメント
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# Abstract

## Knowledge Management between Development and Operation in Information System Made by External Resources

The characteristic feature of information system development in Japan is that an external resource develops its customer's software through the project. The project team isn't able to transfer the knowledge which is gained in information system development, which affects the creation of the value required by customers at the operation stage. Therefore, it is necessary for the development project managers to be conscious of transferring knowledge which is gained in information system development to operation team. However, it is difficult to show a concrete procedure due to the transfer process which affected by the contract with the customer, the software development environment and the status of the project.

This research uses the mixed research method which repeats quantitative data analysis and qualitative data analysis in order to clarify the phenomenon of "Transfer" of information system development. In this research, three quantitative data analysis methods and two qualitative data analysis methods are selected according to the type of the data to be analyzed.

As a result of the research, we proposed that five kinds of "The Knowledge Transfer Model in the Information System Development" that clarified knowledge and process which should be conscious to be transferred from development project teams to operation teams. In addition, we proposed that "The Capability Model" which indicated the project managers' capability of transfer is presented.

The practical significance in this research is the development of a "Knowledge Transfer" workshop for project managers with competency-check-sheet.

The academic significance in this research is the advocacy of a knowledge creation model which included not only the transfer of official deliverables but also knowledge by "People and Product" in the Process of handover of information system development.

Umemoto (2012) shows a new understanding of knowledge management by three "knowledge" (Power, Process, and Product). Thus, this research clarifies the creation, the share and the utilization of knowledge in "Transfer" from the development to the operation in information system development against the background of new knowledge management by "People and Product" in the process of development project.

This research has a limit. It's hard to separate the knowledge between customers and operators as a user.

As a vision to the future, this research will continue to study the relevance to DevOps which is drawing attention as a new method of information system development.

**Keywords:** Project Team, Operation Team, Program Management, Competency, Knowledge Transfer