

User attitude towards
information systems

Workflow impact

Interoperability

Technical support

Communication
among users

Expert support

Access to local FAQ lists; friendly user interfaces; notification message systems; context aware user interfaces; automatic bookmarks based on recurrent search paths

Access to electronic workflow and process documentation

Access to documents about standards; access and compatibility with other information systems

Support directories; knowledge directories, technical report hyperlinks

Electronic bulletin boards; collaborative filtering; skill directories

Knowledge directories, knowledge artifact hiperlinks

*Critical factors for adopting
clinical information systems*

*Applications for the roles of information and communication
technology in the knowledge management processes*