

# Ray Dawson

Professor of Knowledge Management, ITMB Course Director  
Loughborough University

## 'Knowledge Management Implementation Problems and How to Overcome them'

In this lecture, Ray will present his experiences with industry including a series of industry case studies.

### Guru Biography

- Ray Dawson is Professor of Knowledge Management at Loughborough University, UK. He obtained a bachelor's and a masters degree from Nottingham University before entering industry with Plessey Telecommunications in 1977. At the company he developed an interest in software engineering processes and the working methods for information systems development as practiced in industry.
- Since 1987 he has continued this interest in industrial working methods at Loughborough University, working with companies to improve their software engineering processes and their information and knowledge management systems.
- A particular interest is Knowledge Management systems implantation as these systems seem to have a particularly poor success record and case studies in this area have revealed some interesting lessons for future system developments.
- Ray Dawson is now Deputy Head of the Computer Science Department and the Associate Dean for Teaching of the School of Science at Loughborough University.

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