Abstract
Knowledge society paradigm advocates for equal access of knowledge but the digital divide is a major obstacle in realizing this concept. The systematic learning from day to day working knowledge can help organizations in coping with recurring problems. The lessons learned from this indigenous knowledge are important for growth, sustainability and process improvement in organizations. There have been several studies for knowledge management in organizational settings, but the organizational practices in geographical regions affected by digital divide are not much focused. In this paper we describe the case study of an educational institute in Pakistan where a software development project was carried out to manage indigenously produced organizational knowledge. Our paper highlights the problems and provides guidelines for newly established institutions on managing their knowledge in an effective way. We carry out a “SWOT” analysis of technology use to give an initial overview of the benefits and costs. Furthermore, we provide the design details of the system and discuss how the system helps in managing the knowledge produced in this organizational setting and on the basis of evaluation we establish a set of extended requirements for software system.