



Much has been written on the potential impact of Web 2.0 on business, teaching and learning, and on society in general. In the first article of this issue authors Rudman and Steenkamp report on the empirical results of research into practices that online users currently employ when using Web 2.0 sites. As part of the study, the popularity of Web 2.0 technologies and sites among online users was investigated to determine the extent of the potential threat to corporate security when using Web 2.0. The results of this study indicate that the use of Web 2.0 sites is very popular among students and that these users are not necessarily aware of the risks associated with these sites. The respondents indicated that they regularly visit Web 2.0 sites, that they post personal information on these sites, which in turn impact on the privacy of these (mainly younger) users. In *Potential influence of Web 2.0 usage and security practices of online users on information management*, the authors indicate that privacy refers to the individual's ability to control the way by which personal information is acquired and used. As far as the Internet is concerned, privacy is influencing aspects such as the obtaining, distribution or non-authorised use of personal information. Making decisions in a business intelligence (BI) environment can become extremely challenging and sometimes even impossible if the data on which the decisions are based are of poor quality. It is only possible to utilise data effectively when it is accurate, up-to-date, complete and available when needed. In their article (*Decision-making in the context of business intelligence and data quality*), authors Marshall and De la Harpe is of the view that BI decision makers are in the best position to determine the quality of the data available to them. The purpose of this article is to identify the underlying factors that prevent information from being easily and effectively utilised, and understanding how these factors can influence the decision-making process, particularly within a BI environment. An exploratory investigation was conducted at a large retail organisation in South Africa to collect empirical data from BI users through unstructured interviews. The findings indicate specific causes that impact the decisions of BI users and include, for example, accuracy, inconsistency and availability of information. The importance of documentation is highlighted as an important issue that requires further investigation.

Strategies for knowledge management in law firms in Botswana by Fombad, Boon and Bothma is the title of the third article in this issue. This article succeeds in formulating a route map on how law firms in Botswana may utilise knowledge management to enhance their competitive edge. Multiple definitions and perspectives of knowledge management are being discussed, as well as several frameworks and a model. With this, together with the empirical findings, a strategy for knowledge management in law firms in Botswana is recommended. It underscores the fact that knowledge management is becoming an imperative for the survival of law firms. It is recommended that lawyers should be proactive, adaptive, innovative, effective and competitive in the provision of outstanding, cost efficient and effective services to clients.

Pieter van Brakel
Editor

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