The results of subsection F7, shown in Figure 4.18, demonstrate the most important specifications required for a successful adoption of KMSs. These include KMS characteristics such as providing services and knowledge to partners, suppliers and customers; appointing KM teams and/or workers; providing user friendly services and interfaces, and ensuring the collection and availability of useful and valid knowledge. Furthermore, the results shown in Figure 4.19 indicate that the respondents think these specifications highly describe the KMSs applied in their organisations.

![Figure 4.18: Importance Evaluation of KMS Specifications](image-url)