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Living the Bureaucratic Dream, or is it a Nightmare?

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The paper will report on work carried out since December 2012 on 'Knowledge Management' in three organisations. Although the functions of these organisations were connected, they each had different concerns, purposes and outputs. And yet there were significant common features between them.

These common features between the organisations were that their staff were using relatively new software systems to manage the information that they needed to use. This information combined that from ongoing and emerging work with historical material which was deemed by the workforce to have current and future relevance. The paper will show that all three organisations had similar issues with trust in the new systems, the training of the work force in how to use them, and attitudes towards the treatment of current and historical information and unofficial means of guarding against its loss.

The paper concludes with a discussion of the wider application of the issues raised by these case studies.