

ABSTRACT

Agile Software Development Companies (ASDCs) such as startups, software houses, or IT consultancies are increasingly adopting the Scrum methodology to accelerate product development. This approach offers a practical framework and the ability to adapt to frequent changes inherent in software projects. However, the implementation of Scrum presents significant challenges in managing both tacit and explicit knowledge. Rapid sprint iterations, frequent team rotations, and the principle of minimal documentation contribute to the poor management of knowledge assets. This is a critical concern, as knowledge assets are a vital component of human capital, a core business asset for ASDCs. The problem of knowledge management within ASDCs is further exacerbated by high employee turnover. This is driven by factors such as mass layoffs in startups and the intense competition for talent within the software house and IT consultancy sectors. Poor management of organizational knowledge, compounded by high employee turnover, can severely jeopardize the sustainability of projects and products developed by Agile Software Development Companies (ASDCs). This neglect can ultimately threaten the long-term viability of the company itself. This research aims to design an integrated knowledge management (KM) framework that effectively aligns KM governance strategies with organizational goals. The framework considers several critical aspects, including management support, organizational structure, the organization of knowledge assets, organizational culture, technology support, and knowledge continuity. Based on an analysis of interview data from Scrum professionals in three ASDCs and a comprehensive review of relevant literature on existing KM frameworks, this research successfully developed an integrated KM framework. This framework can serve as a valuable guide for ASDCs in developing their own KM governance roadmaps, facilitating continuous improvement in their knowledge management practices.

Keywords: *Keywords: Governance, Knowledge Management, Framework, Software Developer, Agile.*