To enable competitive advantage, the Cerebral Palsy League (CPL) Strategic Plan 2009/2010 determined that the CPL Library Service and Knowledge Development would use best practice knowledge management (KM). This paper discusses this Industry experience, in two sections. Firstly the associated theoretical development of the CIS-US KM architecture for web 2.0 application is presented. Secondly, the paper demonstrates how this CIS-US KM architecture relates to the industry experience of implementing web 2.0 knowledge management technology. This includes an outline of the CPL business, the resulting strategies CPL Library developed, and discussion on implementation progress. Overall, the CPL experience in implementing knowledge management and information literacy through the implementation of web 2.0 technologies offers some empirical evidence to support CIS-US KM architecture theory.