Collaborative Information Technologies

Table of Contents

Foreword .................................................................................................................... vii
Mehdi Khosrow-Pour
Information Resources Management Association

Preface .................................................................................................................... x

Chapter 1. Extending Collaboration Support Systems: Making Sense in Remote Innovation ......................................................................................... 1
Thekla Rura-Polley and Ellen Baker
University of Technology, Sydney, Australia

Chapter 2. Conceptual Linkages: An Analysis of the Organizational Learning, Collaborative Technology and Intellectual Capital Literature ............................................................................................................ 24
Robert Neilson, National Defense University, USA

Chapter 3. Process Improvement and Knowledge Communication ................................................................. 50
Ned Kock, Temple University, USA

Chapter 4. The Effects of Collaborative Technologies ........................................ 63
Ned Kock, Temple University, USA

Chapter 5. The Collaborative Use of Information Technology: End-User Participation and System Success .............................................................. 82
William J. Doll, University of Toledo, USA
Xiaodong Deng, Oakland University, USA

Chapter 6. Promoting Collaboration among Trainers in the National Weather Service ................................................................. 106
Victoria C. Johnson and Sherwood R. Wang
Cooperative Program for Operational Meteorology, Education and Training
Chapter 7. A KM-Enabled Architecture for Collaborative Systems .................................................................112
   Lina Zhou and Dongsong Zhang, University of Arizona, Tucson, USA

Chapter 8. Computer-Mediated Inter-Organizational Knowledge-Sharing: Insights from a Virtual Team Innovating Using a Collaborative Tool .................................................................120
   Ann Majchrzak, University of Southern California, USA
   Ronald E. Rice, Rutgers University, USA
   Nelson King, University of Southern California, USA
   Arvind Malhotra, University of North Carolina at Chapel Hill, USA
   Sulin Ba, University of Southern California, USA

Chapter 9. Alignment of Collaboration Technology Adoption and Organizational Change: Findings from Five Case Studies .................................................................141
   Bjorn Erik Munkvold, Agder University College, Norway

Chapter 10. Information Retrieval Using Collaborating Multi-User Agents .................................................................154
   Elaine Ferneley, Salford University, Manchester, United Kingdom

Chapter 11. A Framework for the Implementation of a Collaborative Flexible Learning Environment for Academic Institutions .................................................................167
   R. K-Y Li, S. T. Cheng and R.J. Willis, Monash University, Australia

Chapter 12. Information Technology, Core Competencies and Sustained Competitive Advantage .................................................................181
   Terry Anthony Byrd, Auburn University, USA

Chapter 13. Fitting EMS to Organizations .................................................................203
   Carlos J. Costa, ISCTE, Lisboa
   Manuela Aparicio, Lusocredito-Sociedade de Estudos e Contabilidade, Lda

   Guy Pare and Line Dube, Ecole des Hautes Etudes Commerciales de Montreal, Canada

Chapter 15. Overcoming Barriers in the Planning of a Virtual Library: Recognising Organisational and Cultural Change Agents .................................................................228
   Ardis Hanson, The Louis de la Parte Florida Mental Health Institute, University of South Florida, USA
Chapter 16. The Wicked Relationship Between Organisations and Information Technology .......................................................... 239
  Gill Mallalieu, Clare Harvey and Colin Hardy
  University of Sunderland

Chapter 17. Inspecting Spam: Unsolicited Communications on the Internet ............................................................................. 262
  Ellen R. Foxman and William T. Schiano
  Bentley College, USA

Chapter 18. Application of Information Management with Meeting Automation Tool .............................................................. 274
  Andrey Naumenko and Alain Wegmann
  ICA, Swiss Federal Institute of Technology, Switzerland

Chapter 19. A Distributed Cognition Analysis of Mobile CSCW ... 281
  Mikael Wiberg and Åke Grönlund, Umeå University, Sweden

About the Editor ...................................................................................... 287

Index .......................................................................................................... 288