Preface ............................................................................................................... vii

Elayne Coakes, University of Westminster, United Kingdom

SECTION I: THE THEORY OF KNOWLEDGE MANAGEMENT

Chapter I. Ontology Frames for IT Courseware Representation ... 1
Witold Abramowicz, The Poznan University of Economics, Poland
Marek Kowalkiewicz, The Poznan University of Economics, Poland
Piotr Zawadzki, The Poznan University of Economics, Poland

Chapter II. Conceptual Confusions in Knowledge Management and Knowledge Management Systems: Clarifications for Better KMS Development ............................................................... 12
Michael Boahene, Holism Information Systems Management, Australia
George Ditsa, University of Wollongong, Australia

Chapter III. A Framework to Study Knowledge Transfer During Information Systems Development (ISD) Process ............................. 25
K.D. Joshi, Washington State University, USA
Saonee Sarker, Washington State University, USA

SECTION II: MANAGEMENT AND ORGANISATIONAL FACTORS

Chapter IV. Knowledge Management Systems Acceptance ............ 39
Fredrik Ericsson, Örebro University, Sweden
Anders Avdic, Örebro University Sweden

Chapter V. What Difference Does It Make: Measuring Returns of Knowledge Management ................................................................. 52
Abdus Sattar Chaudhry, Nanyang Technological University, Singapore
Chapter VI. Technology and Knowledge Management:
Is Technology Just an Enabler or Does it also Add Value? ............ 66
Helen J. Mitchell, Unitec, New Zealand

Chapter VII. Knowledge Management: The Missing Element in
Business Continuity Planning................................................................. 79
Denise Johnson McManus, Wake Forest University, USA
Charles A. Snyder, Auburn University, USA

Chapter VIII. Rewards: Do They Encourage Tacit Knowledge Sharing
in Management Consulting Firms? Case Studies Approach............. 92
Ricky Laupase, Edith Cowan University, Australia

Chapter IX. An Exploratory Analysis of Information and Knowledge
Management Enablers in Business Contexts ................................. 104
Karen Nelson, Queensland University of Technology, Australia
Michael Middleton, Queensland University of Technology, Australia

Chapter X. The Value of Trust in Knowledge Sharing ..................... 116
Ran Wang, University of Maryland — Baltimore County, USA
Bonnie Rubenstein-Montano, Georgetown University, USA

SECTION III: TECHNICAL CHALLENGES

Chapter XI. A Survey of Internet Support for Knowledge Management/
Organizational Memory Systems ...................................................... 132
Murray E. Jennex, San Diego State University, USA

Chapter XII. On the Design of Knowledge Management System for
R&D Organization: Integration of Process Management and Contents
Management ....................................................................................... 147
Yongtae Park, Seoul National University, Korea
Yeongho Kim, Seoul National University, Korea
Intae Kang, Seoul National University, Korea

SECTION IV: CASE STUDIES OF
KNOWLEDGE MANAGEMENT IN PRACTICE

Chapter XIII. Developing Business Aligned Knowledge Management
Strategy ............................................................................................... 156
El-Sayed Abou-Zeid, Concordia University, Canada
Chapter XIV. Some Implementation Challenges of Knowledge Management Systems: A CRM Case Study ................................................. 173
Bendik Bygstad, The Norwegian School of Information Technology, Norway

Chapter XV. Strategic Knowledge Sharing for Improved Public Service Delivery: Managing an Innovative Culture for Effective Partnerships ........................................................................................................... 187
Gillian Wright, Liverpool John Moores University, United Kingdom
Andrew Taylor, University of Bradford, United Kingdom

Chapter XVI. The Process of Converting Consultants’ Tacit Knowledge to Organisational Explicit Knowledge: Case Studies in Management Consulting Firms ............................................................. 212
Ricky Laupase, Edith Cowan University, Australia

Chapter XVII. Communicated Knowledge in Electronically Enabled Business Interactions ............................................................................. 226
Violina Ratcheva, The University of Nottingham, United Kingdom

Chapter XVIII. The Readiness of IDSC to Adopt Knowledge Management ..................................................................................................... 239
Ahmed Abdel Kader Hussein, Maastricht School of Management, MSM, The Netherlands
Khaled Whaba, Cairo University, Egypt

Chapter XIX. Knowledge Reuse in an Application Service Provider ..................................................................................................... 263
Greg Timbrell, Queensland University of Technology, Australia
Karen J. Nelson, Queensland University of Technology, Australia
Tony J. Jewels, Queensland University of Technology, Australia

Chapter XX. The Use of Action Research in the Improvement of Communication in a Community of Practice: The MOISIG Case ... 274
Anabela Sarmento, MOISIG, Portugal
João Batista, MOISIG, Portugal
Leonor Cardoso, MOISIG, Portugal
Mário Lousâ, MOISIG, Portugal
Rosalina Babo, MOISIG, Portugal
Teresa Rebelo, MOISIG, Portugal

About the Authors ................................................................................... 291

Index.......................................................................................................... 301