Index

A
absorptive capacity, antecedents of 43
absorptive capacity, dimensions of 42
absorptive capacity and virtual networks, interactions between 46
acquisition 42
active participation 25
adaptability 325
address book 160
agent-based approaches, assessment of 332
agent-based systems xiii, 321
agent-based systems, enhancing expert systems 325
agent technology 324
agent technology (AT) 324
agent technology, enabling virtual organization 321
agent technology, weaknesses 326
assimilation 42
asynchronous collaborative learning 140
asynchronous communication tools 46
asynchronous tutorship 141
audio-conferencing 46
authoring 140
Autonomy 324

B
BA-related evolution 234
BA applications in industry 227
BA literature 226
BA success 226
BA success, decision sciences factors 232
BA success, framework 235
BA success, framework components 236
BA success, framework Use 244
BA success, information systems factors 231
BA success, management factors 229
behavioural perspective 138
benchmarking 176
benchmarking systems 195
business-to-business (B2B) 323
business-to-consumer (B2C) 323
business alliances 40
business analytics (BA) 222
business analytics, research and development 225
business analytics adoption matrix 229
business analytics success 222
business analytics success in organizations 235
business environment 40

C
CAS-based enterprise KnS model xiii, 281
CAS-based KnS framework 285
CAS-based KnS framework, elements of 286
chat 160
chat systems 46
civilization wisdom 270
civilization wisdom, composition of 271
cognitive perspective 137
cognitive units, semantic ladder 257
cognitive units processing technologies, evolution of 262
collaboration focus 89
collaborative portal systems 173
collective agenda 160
communication, concept of 27
communication, role of 23
communication quality 28
Index

enterprise KnS environment 283
enterprise KnS influence diagram 282
enterprise tacit 283
environmental externalities, level of 48
environmental factors 109
environmental turbulence, degree of 47
environmental uncertainty 63
ERP software 150
expert management 96
expert system approaches, assessment of 332
expert systems 325
Expert systems (ES) 323
exploitation 42
exploitative learning 42
explorative learning 42
extended enterprise 118
external knowledge absorptive capacity, conceptualisation of 41

F

face-to-face (F2F) networks, application of technology 267
face validity 29
FAQ paragraph 160
firm's absorptive capacity 46
firm's integration 46
flexible intelligence xiv, 321
flow time 85
Foundation for Intelligent Physical Agent (FIPA) 325

G

geographical distance 50
global competition 39
globalisation 183
globalization 167
GR303, definition 318
group explicit 283
group tacit 283

H

holonic network 195
human capital 167
human networks 284
Hypertext Markup Language (HTML) 328

I

ICTs, applications of 129
implementation calendar 161
implementation methodology 161
individual's wisdom 269
individual explicit 283
individual knowledge 91
individual learning 96
individual tacit 283
industrial organisation (IO) economics 41
informal and spontaneous communication 46
information and communications technologies (ITCs) 126
information networks, development of 183
information systems (IS) 223
infrastructure dimension 139, 141
instant messaging 46
integration in a virtual network, external factors 47
integration of knowledge, alternatives 64
integrative intelligence, the need for 323
intellectual capital 90
intellectual capital, improvement of 95
inter-organisational cooperation 192
inter-organisational networking 190
inter-organizational knowledge management 108
inter-organizational virtual organizations 61, 67
interactions 291
Interfacing 330
internalization process 135
internal rate of return (IRR) 236
Internet relay chat 46
interorganizational networks 113
interorganizational relationships, typologies of 114
interrelationships 1
intra-organizational knowledge management models 109

J

joint ventures 40
Index

K
KM, classification framework 129
KM, definitions 128
KM tools, methodology and analysis of 132
KM tools classification 129
KM tools classifications 133
knowledge, creating and sharing 10
knowledge, development of 183
knowledge-creating company 43
knowledge-creation opportunity 290
knowledge-flow analysis 81
knowledge-flow analysis and visualization 77
knowledge-flow path analysis 82
knowledge-flow visualization 80
knowledge-governance 89
knowledge-governance model 96
knowledge absorptive capacity 39
knowledge and innovation 113
knowledge areas 158
knowledge characteristics 49
knowledge conversion life cycle, tools classification 134
knowledge creation 13
knowledge creation, 94
knowledge creation life cycle, tools classification 133
knowledge dimensions and visualization 79
knowledge economy, challenges 149
knowledge flow 97
knowledge flows 74, 78, 79
knowledge governance, collaboration approach 91
knowledge governance, field of action for 97
knowledge governance, framework model 93
knowledge hierarchy 78
knowledge integration 61, 67
knowledge integration, source of 63
knowledge internalization 126
knowledge internalization through e-learning 135
knowledge management 141
knowledge management (KM) 75
knowledge management (KM), role of ICTs 128
knowledge management (KM) leadership xiii, 281
knowledge management, tools for supporting 126
knowledge management, value of virtual networks 148
knowledge management age 2
knowledge management age, professional virtual communities in 2
knowledge management in SMEs clusters 106
knowledge management in SMES networks 111
knowledge management solutions, development of 151
knowledge management systems (KMS) 256
knowledge management systems, cross-sections of 256
knowledge management technology, evolution of 261
knowledge networking 75
knowledge networks 74
knowledge processes 99
Knowledge Query Manipulation Language (KQML) 325
knowledge retrieval in MNCs 339
knowledge retrieval process 340
knowledge sharing 14, 281
knowledge sharing model, complex adaptive systems-based enterprise 281
knowledge stock 97
knowledge uniqueness 77
knowledge units 156
knowledge worker, attributes of 286
KnS-scape 290
KnS-scape, rules for 291
KnS agent 289
KnS culture 284
KnS decision 282
KnS environment 282
KnS environment state 290
KnS influences/enablers 288
KnS organization view 291
KnS technology 283

L
leadership 284
learning alliances 66
learning management system 139
Index

learning management system (LMS) 142
learning paradigm 169
learning process, stages 170
life cycle 85
link 261

M
management structure 303
Mediating 330
mediator agents 330
MNCs, knowledge retrieval 339
mobile telephony 46
modern society 2
moral knowledge 257
multi-agent enterprise KnS simulation model
   (e-KnSMOD) 288
municipalities, perceptions of 217

N
net present value (NPV) 236
network-oriented collaboration, task types 265
network analysis 116
networked world of organizational practice 74
networking organisation 194
network operations center, definition 319
network organizations 118
network technology, impact of technology 301
new digital economy 183
new public management (NPM) 208
newsgroups 46
notice board 160

O
offline working 141
online collaboration 2
online training 141
operation support systems (OSS) 301
organizational-knowledge governance 93
organizational/managerial decision-making
   223
organizational ‘roots’ 90
organizational and environmental contexts 107
organizational culture 93, 306
organizational intangible assets, valuation of
   90
organizational intelligence 95
organizational learning 96
organizational learning process 67
organizational metacognition 74
organizational reality 91
organizational structure 119
OSS software architecture 312

P
peer-to-peer file sharing 46
personal knowledge 257
physical distance 50
planning knowledge flows 84
planning process 83
potential absorptive capacity (PACAP) 42
problem-solving 259, 260, 261
professional practice 168
professional virtual communities 1
professional virtual communities, knowledge
   management age 2

R
R&D activities 40
real and virtual networks, operational differ-
   ences 267
realised absorptive capacity (RACAP) 42
real networks 255
real networks, applications of technology 266
recommender agent 330
Recommending 330
reflectional wisdom 269
reliability and dimensionality, exploratory
   analysis of 30
REMA background 327
REMA project 327
research networks 2
return on investment (ROI) 236
reusable content objects (RCO) 139
reusable information objects (RIO) 139
reusable learning objects (RLO) 139
Reverse Mortgage Advisor (Rema) 327
reverse mortgage advisor (REMA), case study
   327
**S**

SAP 150
satisfaction, concept of 27
satisfaction, role of 23
second order learning 67
semantic ladder 258, 259
semantic ladder of cognitive units 257
semantic ladder of cognitive units, applications of 259
semantic ladder of cognitive units, decision-making applications 259
semantic ladder of cognitive units, problem-solving applications 259
service industry 183
service marketing 186
simple network management protocol, definition 319
small and medium-sized enterprises 188
small and medium-sized enterprises (SMEs) 46
small and medium enterprises (SMES) 106
SMES 106
SMEs clusters, knowledge management in 106
SMES networks, knowledge management in 111
Sociability 324
social environment 90
social identity theory 9
social knowledge 92
social networks 1, 5
social networks, developing virtual communities 7
social spaces of learning 4
social wisdom 269
societal knowledge 257
Spanish city councils, barriers and facilitators 205
spillovers 48
Springtide router, definition 319
strategic alliances 63
strategic planning 304
structural capital 90
structural equation model 32
Supervision 330
supervisor agent 330
supplier network management xiii, 321

supply chain, analysis of 115
supply chain management (SCM) 115
synchronous collaborative learning 140
synchronous communication tools 46
synchronous tutorship 141
System Architecture 330
System architecture 327
System interface 328, 331

**T**

task planning module 160
technological opportunities 49
technology licences 40
tele-training 161
territorial interorganizational networks 113
total cost of ownership (TCO) 236
total quality assessment system 175
tourism destination 184
tourism destinations, competitiveness of 187
tourism destinations, cooperative environment in 191
tourism destinations, development of information networks 183
tourism destinations, development of knowledge 183
tourism destinations, inter-organisational networks in 193
tourism destinations, organisational and management paradigms 188
tourism experience 185
tourism organisations 184
tourism sector 183
tourism virtual networks 194
transaction costs 115
transformation 42
transformative learning 42
Translating 330
trust, concept of 26
trust, role of 23
trust building 109

**U**

unbundled network elements (UNE’s) 310
units of cognition 257
User interface agents 330
Index

V

virtualization, emerging organizations 247
virtual network, definition 45
virtual network computing 266
virtual network integration, external factors 47
virtual networks 39, 255
virtual networks, characteristics of 268
virtual networks, developing knowledge 167
virtual networks, embeddedness of 44
virtual networks and absorptive capacity, interactions between 46
virtual networks for knowledge management 148
virtual organisation 45
virtual organisational concept 190
virtual organisations 188
virtual organization 62, 75
virtual organizations 74, 117
virtual organizations, importance of IT 322
virtual organizations, inter-organizational 61
virtual organization with agent technology 321
virtual organizing, application of framework 246
virtual organizing, application to 222

W

web chat 46
Web publishing systems 174
wikis 46
wisdom 269
wisdom, evolution to 255
workflow tools 46
WWW-based phone systems 46