Index

3R Model 11

A
academic relational capital 10-11
administrative relational capital 10-11
institutional relational capital 10-11
student relational capital 10-11
active doing 29
Administration Module 125
adverse events 95-98, 100-101
After Action Review (AAR) 45, 52
ALSA 3
Art of War 221-222
“Ask For” Campaign 44-46
autonomy capabilities 208

B
Balanced Scorecard (BSC) 221
behaviorism 28
benchmarking knowledge 151
best practices knowledge 4, 48, 151-152, 157
Business Process Management (BPM) 204, 221
business to business (B2B) 19

call centers 16
Campus Information Technologies and Educational Services (CITES) 250
Case-Based Reasoning (CBR) 252
Chief of Defense (CHOD) 221
China Knowledge Information Net (CNKI) 84
Chinese National Science Digital Library (CSDL) 84
Chinese Supermarket Development 81-83
embryonic stage 81
growth period 82
C.L.I.C.K 49, 51

Cognitive Business Intelligence System (CBIS) 233
cognitive business intelligence system (CBIS) 233
common sense rule 126
competitive advantage 78
component design knowledge 151
computer vision 107
constructivism 28
controlled vocabularies 255
coordination capabilities 208
courses of action (COAs) 233
customer relationship management (CRM) 178
customer satisfaction management 178

data approaches 179
association 25, 48, 83-84, 87-89, 91, 100, 164, 174, 176, 179, 185, 200, 268, 271-272
classification 32, 92, 95, 97, 100, 122, 176, 179-180, 254-257, 260, 262-264, 267, 269, 272-274, 283-284
clustering 176, 179-180, 188
regression 20-22, 24-25, 175-181, 183-186
sequential analyzers 179
time series 179
data mining 176
dependency modeling 176
development detection 176
link analysis 176
segmentation 176, 180, 188
summarization 176
visualization 176, 260, 271, 273
data mining system 4
Decision Support System (DSS) 219
defuzzification 124
degree of optimization 136
degree of tolerance 172
describe it as perceptible sureness 36
Development of the Information Technologies 5
Development of transport infrastructure 5
diffuse logic 121
Document Concepts (DC) 209
double-barreled 58
dynamic links’ libraries (DLL) 134

E

Educational Game Assessment Object (EduGame-AO) 279
Educational Game Learning Object (EduGameLO) 279
EduGameElement 278
EduGameEngine 278
EduGameKnowledge 278
EduGameLevel 278
EduGame Scene 279
Electronic Data Interchange system (EDI) 85
Enterprise Architecture (EA) 219-220, 237, 243
Entrepreneurship 68
European Foundation for Quality Management (EFQM) 221
Evaluation Information System (EIS) 221, 227
experimenting 29
expert system 123
  acquisition component 123
  data base 123, 125-126
  explanation component 123
  inference engine 123, 129-130, 133, 141
  user interface 123, 128, 159, 196-197, 258-259, 273, 283, 286
eXtensible Markup Language (XML) 212
external sources 171

F

first purchase decision 192
Food Composition System Singapore (FOCOS) 48
foreign direct investments (FDIs) 67-68
formal learning 32
format innovation 87-88, 91
free discussions 30, 32
frequently asked questions (FAQ) 195
function of ownership 122
fuzzyfication 124
Fuzzy Logic System (FLS) 124
fuzzy proposals 124

G

GameContext 281
  common knowledge 227, 267, 281
  physical context 281
  situational context 281
  social context 221, 281
GameInteraction 278

H

harmful knowledge 151
hawker entre 43-45, 48
Health Promotion Board (HPB) 41-42
help desk 249
  external support systems 249
  internal support systems 249
Holonic Manufacturing System (HMS) 110
Holonic Method 109
Huge and Complex System (HC) 104
human capital 8
hypermarkets 83

I

importance degree 136
Increased competition 6
Increased levels of population 5
Increase in population mobility 6
individual learning 27
industry and organization selection 56
informal learning 27, 39
information classification 95
Information Technology (IT) 219-220, 239, 250-251
innovation 68
Institute of Medicine’s (IOM) 95
intellectual capital 8
Intellectual Property (IP) 60
Intelligence Base (IntB) 222, 243
Intelligence like Human (IH) 105
intelligent agent 171
Intelligent Management Methods 103
  Chaos 103, 110, 221, 227, 240-242, 244
  Complexity theory 103, 110
  Fuzzy Logic 103-104, 111, 120-121, 123-124, 126, 128, 132, 141, 146-148, 176, 180
  Immune Control Method 103
  Neural Networks 103, 109, 118-119, 176, 180, 188
  Petri Net 103
Index

Interdisciplinary Forum (IF) 227, 237, 241
internal sources 171
Inter-organizational knowledge sharing 149, 151-152, 154

K
K-nearest neighbor (K-NN) 180
Knowledge Asset Management (KAM) 56
knowledge assets 57
knowledge-based system (KBS) 223
knowledge discovery in databases (KDD) 178-179, 181
knowledge domain 206
knowledge intensive (KIS) 77
Knowledge Intensive Tasks (KIT) 204
Knowledge Management (KM) 57
knowledge management systems 2
knowledge maps 13
Knowledge Transfer (KT) 229
knowledge triangle 8
Knowledge Value Added (KVA) 242
KnowMore 205

L
laggards 77, 194
learning-by-doing 29
on-the-job-learning 29
learning expectancies 172
learning in authentic situations 29
Learning Objects (LO) 275-276
Learning with Knowledge (LK) Cycle 41, 49
knowledge articulation and sharing 50
knowledge creation and construction 50
knowledge diffusion, access, and dissemination 50-51
knowledge repository updating 50-51
knowledge revision 50, 52
knowledge use 50-52
Library and information science (LIS) 254
Likert scale 58
localized learning 68
loyalty cards 176

M
Mainly through Multinationals (MNEs) 68
major control methods 103
frequency-response method 103
root-locus method 103
market basket analysis 176
maximum number of products to return 136
media richness 182
medical error 98
blood transfusion-related injuries 97
diagnostic error 97
equipment error 97
infection 97
medication error 97
misinterpretation of other medical orders 97
surgical error 97
methodology 55-56
modern control theories 103
discrete control method 103, 106
linear control method 103
non-linear control method 103
Multiple regression technique 175, 181, 184
multivalued logic 122

N
National Environment Agency (NEA) 45
National Nutrition Survey (NNS) 45
Naturalistic Decision Making (NDM) 219-220, 231-232, 241
natural language 107
Networking Allover (NA) 105
non-localized learning 68
non ownership 122
non-technology based innovation 77, 80, 84, 88, 90
normal optimization 136

O
Object-Oriented programming (OOP) 240
Observe, Orient, Decide, Act (OODA) 225
online/offline support 17, 48-49, 86-87, 121, 147, 149, 166, 168-169, 171-173, 182, 191-197, 199-200, 251, 254, 261, 267-269, 274, 276
Operational Performance Indicators 15-16, 18-23
Abandonment Rate (AbR) 16, 21
Adherence (AD) 16
Agent Turnover (Tu) 17
Average Training Time (TrT) 17
Average Work Time after the Call (WTC) 17
Percentage of Call Black (PCB) 16
Percentage of First-Call Resolution (FCR) 16
Queue Time (QT) 17
Service Level x Seconds (SL) 16
Time before Abandoning (TBA) 16
Total Calls (ToC) 17
Total of Calls Attended per Shirt 17
Index

Oregon State University (OSU) 251
Organizational Capital (OC) 59
organizational knowledge repository 204
orientation period 34
Oriented Architecture (SOA) 239-240

P

paggenger transport management 3
Part-of-Speech Tagging (POSTagging) 209
perceived ease of use (PEOU) 192
perceived usefulness (PU) 192
personality factors 69
platform-independent base model (PIM) 277
platform-specific models (PSM) 277
Point of Sale (POS) 85
Policy Framework for Interpreting Risk in E-business Security (PFIRES) 154
predictive modeling 180
prior knowledge 32
process knowledge 205
process instance knowledge 205
process-related knowledge 205
process template knowledge 205
professional performance 32
Prototype evaluation 48
Public Service for the 21st Century (PS21) 42

Q

quality of service 2-3, 6, 23, 181

R

Real Option Valuation (ROV) 220, 236, 243
Defer/Learn class 236
Disinvest/Shrink 220, 236
Invest-gown class 236
Scale-Down 236
Scale-Up 236
Scope-Down 236
Scope-Up 236
Switch-Up 236

recommendation obtaining module 138
reped constructivism 29
Regulatory framework 5, 75
relational capital
  external relational capital 10
  internal relational capital 10
renewable energy industry 56
research and development (R & D) 78
Resource Advantage Theory 77-79, 93
resource based innovation 78
retail crowding 182, 188
return-on-knowledge (ROK) 242
risk 150

S

safety improvements 3
Search Module 125-126
Self-regulating Open Hierarchic Order (SOHO) 109, 114
semi-structured interviews 30, 32, 84
Shanghai supermarkets 82, 89
shifting of learning experience 171
situational awareness (SA) 233
Small and Medium Enterprises (SMEs) 55-56
social interaction 28-29
social tagging 260
Software as a Service (SaaS) 240, 242
spillovers 71-72, 75
state of intense learning flow 170
strategic alliances 151, 153, 161-163
  performance risk 153
  relational risk 153
structural capital 8
structure innovation 87
Switch-Down 236

T

taxonomies 256
technological agreements 68
Technological Capital (TC) 59
Technology Acceptance Model (TAM) 192
technology based innovation 77, 85, 87-88, 90
technology capacity 70
technology of innovation 70
technology transfer 67, 70, 73
theorem proving 108
theoretical knowledge 32, 38
Theory of Fuzzy Sets 122
Index

Total Attendance Posts (AP) 18
total ownership 122
touch points 249
triangulation approach 192

U
Unified Modeling Language (UML) 277
University of Illinois at Urbana-Champaign (UIUC) 250
Unknown Base 225
Urbanization of society 6
usage frequency 194, 197-199
user characteristics 125-126, 128, 130-131, 133, 135-136
user control 196
environmental control 196
user information experience 166
user motivation 194
intrinsic motivation 192, 194, 200-201
willingness motivation 34, 45, 194, 267
user movement frequency 197-198
access log 197
agent log 197
cookies 197
error log 197
referrer log 197
user login ids 197
user support 195, 248-250, 257, 263

V
VisualOffice 205

W
web-based e-service 167
Wissensbilanz 10
Workflow Management System (WfMS) 204
World Health Organization (WHO) 96