Index

A
abilities 236
acquisition 75
activities 195
affinity credit card 156
application domain 86
artificial intelligence (AI) 54, 76
attractiveness 157
attribute evaluations 158
automobile manufacturing 128

B
behaviour 244
benefit to customers 94
body of knowledge (BoK) 85
brand manager 96
Brunel attractiveness index 164
business knowledge (BK) 219
business models 236, 238
business process change (BPC) 257, 261
business process reengineering (BPR) 34, 37
business processes 104, 117, 196
business transformation 237
business units 239

C
capabilities 98
capability development 98
capability maturity model 88
case study 136
case study results 140
change agent 252
change leaders 246
change management approaches 33
characteristics of business processes 123
codification 121
codified knowledge 20, 101
collaborative context 172
collaborative culture 174
collaborative technologies 173
collective effort 175
collective human knowledge 73
common knowledge 101
communication 71, 245
communities of practice 128, 147
competitive advantage 237
components 195
composite KCU rating 90
concerted effort 175
consumer power 238
content architecture 89
coordinated effort 175
core competences/competencies 123
core processes 123, 264
corporate cultures 241
corporate knowledge base 136
corporate yellow pages 146
courage 245
creation 75
critical mass 96
cultural change 118
culture 86, 118, 142, 196
customer and developer knowledge gap 221
customer database 155
customer relationship management (CRM) 153, 154
customized services 173

data mining 24, 153
databases 139
deep Web 24
demand-side view of knowledge 124
designing organisational memory 136
Index 287

diagramming 216
digital environment 246
digital technologies 23
digitisation 23
discovery 21
disintermediation 238
distance 118
diversity of knowledge 215

E

e-commerce 51, 58
education & research (E&R) 85
electronic collaboration 172
embodied knowledge 101
ethics 245
European Projects 1
evaluation framework 195
expert/knowledge-based systems 119
explicit knowledge 137
extended enterprise 238
external knowledge 148

F

failure 248
firewall 95
framework 136

G

general electric 127
generic model of knowledge processes 119
goal congruence 174
group support systems (GSS) 177
growth 85

H

half-life of knowledge 128
hard research 4
hierarchy of needs 246
HTML 85
human resource management 125
human resources 21

I

identification 75
importance motivation 162
incentive schemes 142
incremental change 124
individual appraisals 243
individual knowledge 73
information and communications
technology 16
information system (IS) 52, 216, 258
information technology system (ITS) 216
innovation 16
intangibles 237
integrated programme portfolio analysis
(IPPA) 6
intellectual property issues 95
intellectual property rights (IPR) 85
intellectual resources 173
intelligent agents 51
internationalisation of operations 118
intranet 85
IT knowledge 218
ITS failures 217

J

just-in-time (JIT) 34, 36

K

KCU score board 89
KM deployment architecture 88
KMM 83
know-how 20
know-what 20
know-who 20
know-why 20
knowledge 16, 68
knowledge and information management
(KIM) 1
knowledge assets 16
knowledge availability 128
knowledge creation 27
knowledge currency units (KCUs) 84
knowledge discovery in databases 24
knowledge dissemination 26
knowledge distribution 26
knowledge drift 124
knowledge economy 16, 236
knowledge gap (KG) 220
knowledge generation 196
knowledge hierarchy 86, 89
knowledge-intensive companies 136
knowledge life cycle 87
knowledge management (KM) 1, 34, 44, 51, 68, 82, 117, 218, 137
knowledge management activities 196
knowledge management components 196
knowledge management maturity model 83
knowledge management processes 119
knowledge management research 10
knowledge management tools 195
knowledge market 68
knowledge measurement 27
knowledge networking 77
knowledge organisation 196
knowledge portal 84, 90
knowledge processes 119
knowledge requirement framework (KRF) 216
knowledge sharing 122, 186, 196
knowledge shop (KShop) 84, 90
knowledge summits 94
knowledge transfer processes 120
knowledge transmission 26
knowledge workers 148
knowledge-sharing practices 94

L
leaders 236, 244
leadership 236
leading organisations 240
learn once, use anywhere paradigm 83
learning enactment 98
limits of management 68
limits of technology 68
Lotus Notes 122
loyalty schemes 156

M
management 236
management panaceas 34
managers 243
managing knowledge 172, 215
manufacturing 122
mapping techniques 216
market awareness 84
meaning 71
measurement of KM benefits 93
methodology 86, 194
model 173
most admired knowledge enterprises 95
motivation 241
motivation clusters 159
multi-agent software 58
mutual benefit life insurance 128
myKShop 91

N
NetMeeting 186
networked business models 249
networking 23

O
objective corporation 127
organisation of work 240
organisation structures 241
organisational capital 21
organisational change 241, 257
organisational knowledge 73
organisational learning 117
organisational memory 73, 136
organisational structure 122
organizational knowledge 98
outsourcing 246

P
patents 21
people-knowledge map 91
performance appraisals 95
performance measurement techniques 243
primary activities 123
primitives 72
process architecture 93
process innovation (PI) 34
process knowledge 104
project management 86
project reviews 95
project snapshots 93
psychic distance 129

Q
qualities of leadership 248
quality 84
questionnaire 140
R
radical change 124
realisation process 124
reality 245
reengineering teams 257, 260
repositories 146
requirements engineering (RE) 216
requirements engineering specialist group (RESG) 216
research and development 139
resource constraints 174
revenue productivity 84
reward systems 241
risk reduction 84
risk-encouraging culture 236
risks 248
roles 236

S
satellite repositories 92
scope and limits of technology 68
selection of a knowledge management tool 194
shared spaces 174
sharing culture 96
sharing of knowledge 75
‘shopping’ and ‘service’ motivations 159
shopping centers 153
shopping motivations 159
simulation modelling 33
skills 236
social knowledge 101
soft research 5
soft-systems 216
softer skills 245
software 18
speed 237
spiritual management 245
storytelling 128
style of leadership 236
supply chain 129
supply-side view of knowledge 123
system developer (SD) 217
system development 216

T
tacit knowledge 20, 137
taxonomy 1
teams 236
technical aspect of knowledge management 195
technology 86, 196
technology architecture 90
telecommunications domain 95
tendencies in leadership 251
the flexible firm 240
theory of knowledge 72
thought leadership 95
total quality 34
total quality management (TQM) 34
training programmes 241

U
understanding 70
understanding gaps 215
Unisys Corporation 127
Uppsala model 129

V
value chain 123
virtual classroom 87
virtual teamwork 85
vision 245
vital knowledge 137

W
Web mining 24
Web technologies 85
work practices 98
workers/employees 244
working methods 241