Index

A
accountability 97-98, 105, 107, 135, 138-144, 152, 175
active learner 170
Actor–Network Theory (ANT) 170
enrolment 171, 180, 185, 188
interessement 171, 179
mobilisation 171-172, 181, 185
problematisation 171, 179, 181
Aeronautical Economy and Finance Secretariat (SEFA) 210-211
Applied Economic Research Institute (IPEA) 212
articulation 112-113
audit 97-98

B
benchmarking 83, 92, 161-162
biomedicine 133, 135, 138, 140, 142
boundary critique 194, 197-198, 202-205
boundary object 18
Brazilian Air Force 210-211, 221, 223
brujería 138
budget matching 220

C
Center for Contemporary Cultural Studies (CCCS) 110
Chief Financial Officers (CFO) 68
Chief Information Officer (CIO) 68, 178
cluster approach 147
cold media 109
collaboratory 19-24
Command and Control (C2) 226
Compstrac 148-149, 154, 158, 165
Computer-Supported Collaborative Learning (CSCL) 6
continuous beta 27
core group 23
c-readiness 148-149, 151, 158-161

d
D
dashed lightning 229
data collection 46
design research 37, 40-41, 47-48, 50
diffusionism 142
discourse 2, 10, 18, 107, 141-142, 145, 232-233, 236
duality of structure 170-172, 174-176, 178

E
ecology of roles 2, 23
encoding or decoding
   dominate 4, 100, 110, 139, 182-184, 187, 237
   oppositional 110
enquiry 98, 105
Enterprise Resource Planning (ERP) 72
Envisionment and Discovery Collaboratory (EDC) 20-21
e-readiness 148, 151, 153, 157
ethnomethodology 66, 141, 143
European Foundation for Quality Management (EFQM) 87

F
Foreign Direct Investment (FDI) 148
formalized knowledge 135

G
general approach and theory model (GAT model) 90
Glyn Davis 38
Grounded Theory (GT) 53, 55
guerrilla warfare 228
Index

H

healing with plants 84, 93, 137-139
Human-Computer Interaction (HCI) 4

I

infoculture 121
information anxiety 211
Information Technology (IT) 169, 192
infrastructure 121
infrastructure 2, 4, 6, 8, 11, 20, 23-24, 28, 33, 61, 72, 76, 100, 121-123, 127-128, 151-153, 157, 159-160, 171, 179, 192, 213, 225, 231
interaction matrix 196
interview protocol 68, 77, 198
i-readiness 151-152
isolation paradigm 158
IT Exco 175-176, 178-180
IT strategy 167-170, 173-185, 187-190, 192

K

knowledge acquisition 124
knowledge management 1, 3, 6, 16-17, 20, 25, 27-31, 35, 39, 69, 107-108, 115-130, 132, 210-211, 221-225
knowledge management system (KMS) 116
knowledge market 212
knowledge sharing 28, 83, 100, 102, 105, 108, 121, 123, 128-129, 140, 217, 228, 230
knowledge worker 38

L

Latin American (LA) 147
local fit 101
long interview technique 68, 74

M

macroergonomics 79-80, 85, 91-93
mal de gente 138-140
mestiza 138
meta-design 1-4, 7-13, 15, 17-21, 23-27, 29-30, 32, 36
microergonomics 80
mind the gap 235-236
Model-Based Process Improvement (MBPI) 39
ModLab 20-21, 23-24

N

narrative inquiry 68, 70, 74-75
Network-Centric Warfare (NCW) 228
Network Visualization Analysis (NVA) 97-98, 105

O

object design knowledge 85
occupational risk prevention (ORP) 88
open source software 28, 35, 194-208
operational art 233
organisational strategy project 211, 213, 218
organizational learning 34, 116-117, 119, 122-123, 125, 127-129, 132, 142
organizational politics 191-192
organizational stories
social contract 55
organizational story telling

crisis or climax 55
new behaviour 55, 60
setting 55, 59-61, 71, 170

P

perfect competitiveness 158
process design knowledge 85
Process Reference Model (PRM) 39, 46
generic leadership skills 42
practices for integrated (complex) teams 42
virtual environment challenges for leaders 42
project management office (PMO) 71
proprietary software 194-198, 200

Q

quality of working life (QWL) 88

R

regional competitive industry clusters 148
Regional Innovation System (RIS) 152
research and development (R&D) 89
Index

S
safety, health, environment and quality (SHEQ) 82
Seeding, Evolutionary Growth, Reseeding (SER) 9
SeeMe 15-19, 25
self-assessment tool (SAT) 87, 89
shared vision 43, 45-46, 162
small group dynamics 226-228, 231, 234
Social Capital (SC) 100
sociotechnical context 125, 127-128
Socio-Technical Walkthrough (STWT) 18, 34
soft information 98
stakeholder 66, 76, 194-207
stakeholder web 196
State Information Technology Agency (SITA) 195
Statistical Package for Social Science (SPSS) 199
story telling 53-55
Strategic Information Systems Planning (SISP) 169
strategic intuition 225, 232, 236
strategic management 79-81, 88-92, 106, 127, 129,
163, 166, 210, 220, 222-223
Strategic Planning for Information Systems (SPIS)
53
Structuration Theory (ST) 170

structure 173
Subject Matter Expert (SME) 238
systems thinking 31, 115-120, 129-130, 204, 206-
208, 226, 228

T
tacit knowledge 100, 122, 135, 225-226, 231
telemedicine 132-137, 139-144
total quality management (TQM) 82

U
underdesign 1-3, 9, 15-17, 19, 25, 27-28

V
Viable System Model (VSM) 97-98, 105
virtual reality 109-110, 113, 230
virtual shared sense making 234

W
work environment management (WEM) 90
work system 80-82, 87, 89