# Index

<table>
<thead>
<tr>
<th>A</th>
<th>AMS Knowledge Management framework 321</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>assessing strategic options 59</td>
</tr>
<tr>
<td>B</td>
<td>behavioral changes 313</td>
</tr>
<tr>
<td></td>
<td>behavioral knowledge 360</td>
</tr>
<tr>
<td></td>
<td>best practices 63, 322</td>
</tr>
<tr>
<td></td>
<td>business engineering 47</td>
</tr>
<tr>
<td></td>
<td>business networking 43</td>
</tr>
<tr>
<td></td>
<td>business organizational structures 124</td>
</tr>
<tr>
<td></td>
<td>business process reengineering 124</td>
</tr>
<tr>
<td></td>
<td>business process renewal 325</td>
</tr>
<tr>
<td></td>
<td>business-networking solution 43</td>
</tr>
<tr>
<td></td>
<td>business-oriented conceptualization 47</td>
</tr>
<tr>
<td>C</td>
<td>capitalization gap 272</td>
</tr>
<tr>
<td></td>
<td>change management 59</td>
</tr>
<tr>
<td></td>
<td>chief knowledge officers 208</td>
</tr>
<tr>
<td></td>
<td>co-alliance models 147</td>
</tr>
<tr>
<td></td>
<td>co-operation 64</td>
</tr>
<tr>
<td></td>
<td>cognitive changes 313</td>
</tr>
<tr>
<td></td>
<td>collaboration 26, 36, 166, 188</td>
</tr>
<tr>
<td></td>
<td>collaborative knowledge 163</td>
</tr>
<tr>
<td></td>
<td>communication 24, 112</td>
</tr>
<tr>
<td></td>
<td>communication constraints 333</td>
</tr>
<tr>
<td></td>
<td>communication technologies 367</td>
</tr>
<tr>
<td></td>
<td>communications 207</td>
</tr>
<tr>
<td></td>
<td>communications infrastructure 307</td>
</tr>
<tr>
<td></td>
<td>community-oriented framework 375</td>
</tr>
<tr>
<td></td>
<td>competence development 290</td>
</tr>
<tr>
<td></td>
<td>competence laboratory 294</td>
</tr>
<tr>
<td></td>
<td>competence management 282</td>
</tr>
<tr>
<td></td>
<td>competencies 258</td>
</tr>
<tr>
<td></td>
<td>competitive advantage 23, 144, 322, 346</td>
</tr>
<tr>
<td></td>
<td>competitive intelligence 132</td>
</tr>
<tr>
<td></td>
<td>compliance 246</td>
</tr>
<tr>
<td></td>
<td>conceptual capabilities 31</td>
</tr>
<tr>
<td></td>
<td>conceptual knowledge 360</td>
</tr>
<tr>
<td></td>
<td>connection 101</td>
</tr>
<tr>
<td></td>
<td>contingency model 182</td>
</tr>
<tr>
<td></td>
<td>continuation activity 53</td>
</tr>
<tr>
<td></td>
<td>control by compliance 246</td>
</tr>
<tr>
<td></td>
<td>controlling knowledge 163</td>
</tr>
<tr>
<td></td>
<td>coopetitive 161</td>
</tr>
<tr>
<td></td>
<td>creative factor 188</td>
</tr>
<tr>
<td></td>
<td>creativity 99, 107</td>
</tr>
<tr>
<td></td>
<td>critical success factor 43</td>
</tr>
<tr>
<td></td>
<td>cultural differences 101</td>
</tr>
<tr>
<td></td>
<td>customer satisfaction 301</td>
</tr>
<tr>
<td></td>
<td>customer value management 325</td>
</tr>
<tr>
<td></td>
<td>customer-oriented organizations 266</td>
</tr>
<tr>
<td>D</td>
<td>data analysis process 112</td>
</tr>
<tr>
<td></td>
<td>degree of commitment 107</td>
</tr>
<tr>
<td></td>
<td>dehumanization 101</td>
</tr>
<tr>
<td></td>
<td>digital communication 162</td>
</tr>
<tr>
<td></td>
<td>digital network connection 297</td>
</tr>
<tr>
<td></td>
<td>disintermediation 204</td>
</tr>
</tbody>
</table>
document management system 126
double-loop or deutro-learning 338

e-commerce systems 202
electronic commerce 22, 44, 325
electronic communications 171
electronic interaction 101
electronic interchanges 113
electronic library 266
electronic links 113
electronic marketplace 144
electronic procurement 43
electronic purchasing service 46
enterprise resource planning 44
eProcurement 57
expert systems 276
explicit knowledge 118, 166, 196,
335, 341, 344
extranets 202

face-to-face communication
105, 367
face-to-face meetings 375
factual knowledge 360
firm boundaries 161
Future State Vision 198

generative learning 338
globalization of work activities 259
goal definition 45
grafting 337

hierarchy of systems 350
high level learning 338
human capability 31
human resource management 245

implementation of knowledge management systems 249
information and communication
technologies 79, 143, 180
information intensity analysis 51
information quality 365, 368
information resource 314
Information sharing 109
inter-organizational collaboration 162
Internet 202
interpersonal interaction 339
interpretative reconfiguration 366
intra-firm 259
intranet infrastructures 309
intranet-based knowledge sharing 307
IS/IT investments 315
IT-enabled communications environments 308

Just-in-Time 64

knowledge acquisition 334, 338
knowledge acquisition processes 333
knowledge application phase 54
knowledge architecture 200
knowledge assets 262, 274
knowledge centers 321, 325
knowledge creation 199, 270
knowledge domains 188
knowledge exchanges 165
knowledge externalization process 127
knowledge flows 161
knowledge investments 198
knowledge management 186
knowledge management intranet 273
knowledge manager 327
knowledge mapping 198
knowledge repositories 45
knowledge repository 163
knowledge roles 204
knowledge socialization 260
knowledge strategy 199
knowledge transfer 118, 165, 366
knowledge-based 32
knowledge-based framework 20
knowledge-based workflows 166
knowledge-focused business games 196
knowledge-oriented 366
knowledge-oriented management 74
knowledge stakeholder 68
knowledge transfer 69
knowledge-utilizing organizations 190
knowledge workers 188

L
learning activity 290
learning agents 157
learning society 259
loose-tight knowledge management systems 250
Lotus Notes 323
low level learning 338

M
mass customization 286
meaning gap 271
multimedia computing 134

N
natural language 124
Net-broker 20
networkability 51
nonverbal communication 101

O
object oriented programming 129, 132, 324
on-line service provider 99
organization design 180
organizational controls 253
organizational learning 334, 350
organizational memory 339
organizational structures 165

P
pattern groups 129
pattern languages 118, 122
patterns 127
procedural strategies 165
process-oriented 76
procurement process 57
profiling 201
project management 325
project management skills 124

Q
quaternary conflicts 290

R
reengineering 205
relationship management 44
relationship marketing 258
repetition based experience 337
resource-based 32
resource-based approach 162
resource-based view 67
reusable knowledge 326

S
scripts 127
self-organized system 353
self-organized systems 350
self-regulated systems 350, 353
service marketing 257
shared databases 109
shared knowledge 118, 209
simulation tools 276
single-loop learning 338
social communities 259
social control strategies 165
social interaction 367, 373
social isolation 101
socialization 369
socialization Process 120
software agents 156
software development 132
software engineering 130
special interest groups 324
spiral of trust 25
standard 246
standardization 297
star-alliance models 148
storytelling 119
storytelling techniques 121
strategic advantage 143
strategic alliances 259, 342
strategic management 64
strategic resource management 161
subject-activity-object interaction 290
supply chain 49
supply chain management 44

tacit knowledge
31, 45, 69, 120, 166, 196, 336
task programmability 245
technical capabilities 31
technology transfer 342
technology-based knowledge 340
tertiary conflicts 290
total quality management 64
training 113, 207, 314
training and education support systems 276
transfer customer knowledge 266
transfer of knowledge 63
transformational process 366, 373
triangulation of data 111
trust 25, 76, 103, 109
two-way communication 119

uncontrolled systems 350
unidirectional knowledge sharing 166

value-adding process 25
value-alliance models 148
vendor managed inventory 46
virtual alliance models 145
virtual communities 263, 374
virtual corporations 20

virtual management 143
virtual organisational change 143
Virtual Organisational Change Model 145
virtual organization 43, 48, 59, 63, 130, 345
virtual teams 99
virtual teamwork 102
virtual value chain - model 27
virtual web 20
virtual web development process 27

Web culture 33
Web development process 133

Y2K issues 206