## Index

### Symbols

- **3D virtual environments (3DVE)**: 186

### A

- access: 10
- acquiring knowledge: 168
- active participation: 286
- activity theory (AT): 153
- adaptive digital storytelling (adaptive DST): 52
- artificial worlds: 309
- asynchronous discussion: 261
- asynchronous communication tools: 7
- asynchronous interaction: 120
- authentic learning: 192
- authoring tools: 13
- automatic addressing: 49
- autopilot: 174

### B

- banking industry case: 74
- barriers: 82
- benchlearning: 171, 172
- benchmarking: 171, 172
- binary and directed sociogram: 99
- born global high-technology companies: 88
- bottom-up knowledge networking: 17
- business-to-consumer (B2C): 315
- business process re-engineering (BPR): 327
- business strategy: 325

### C

- C&C tools, current and future presence of: 79
- C&C tools, targets of: 81
- C&C tools, utilization of: 79
- C2C trade: 315
- CAS-based KnS framework: 221, 222, 232
- CAS-based methodology: 234
- change management: 203
- co-opetition, theory on: 89
- co-opetition: 90
- cognitive challenge: 257
- collaboration: 120, 257
- collaboration services: 56
- collaborative learning communities: 257
- online learning model: 257
- skills: 257
- collaborative analysis tool (ColAT): 159
- collaborative problem solving: 152
- collaborative problem solving, learning effectiveness of: 151
- commitment: 82
- communication: 250, 286
- communities: 18
- communities, emerging: 80
- communities and networks: 19
- communities of practice: 48
- communities of practice (CoP): 203
- community building: 17, 250
- community management roles: 83
- community models: 82
- community of practices: 3
- community problem solving: 154
- complex decision-making, organizing: 68
- computer-mediated settings: 151
- consolidated model: 303
- consumer-to-consumer (C2C): 315
- content management: 51
- contextualized storytelling: 51
- contributions: 249
- cooperative working tools: 9
Corps of Engineers Natural Resources Management (NRM) Gateway 199
CosyLMS Analytics tool 163
CSCW community 17
curriculum 257
cyberspace evolving 183

D
data 11
data analysis 160
data analyzing tools 14
database 12
data extraction tools 13
data integration tools 13
data mart 12
data processing tools 14
data warehouse 12
diffusion 11
Digital Storytelling Association (DSA) 50
digital storytelling cookbook and travelling companion (DSC) 53
directed binary sociogram 100, 102
directed numeric sociogram 100
directed sociogram 101, 102
directed valued sociogram 101
distance
education 257
document 11
document handling system 293
Dramatica 52

E
e-collaboration 308
e-commerce 308
e-democracy 69
e-democracy, applications 64
e-democracy, concept of 64
e-democracy, limits 64
e-democracy, social software perspective 61
e-KnSMOD 225
e-learning paradigms 188
e-motion 138
e-motional knowing, phenomenology of 137
education 257–279
educational knowledge ecosystem 194
educational social network 107
embodied “knowledge” 132
embodied knowing 133
emotions on knowing 139
enterprise explicit 218
enterprise knowledge sharing 218
enterprise knowledge sharing, CAS-based modeling of 217
enterprise KnS behavior 218
enterprise KnS environment 219
enterprise KnS influence diagram 219
enterprise tacit 218
episodic knowledge, re-contextualization of 57
explicit and tacit knowledge 301
explicit enterprise 227
explicit group 227
explicit group knowledge 301
explicit individual 227
explicit individual knowledge 301
explicit knowledge 88, 303
extranet 5

F
file server 295
file system 12
formalized localization 48, 49
formal meetings 291

G
general purpose approach 80
generation 10
Greek educational blogosphere 119
Greek educational online community 113
group learning 260
group explicit 218
group knowledge 300
group tacit 218

H
help desk 15
help services 157
host networks 5
human computer interaction (HCI) 257
human networks 220
human resource challenges 174
human resource management benchlearning 172
human transcription 49
hybrid synergy 121, 123
hypermedia novel (Hymn) 53

I
ICT, new opportunities from 76
ICT in education 182
Index

indexing tools 13, 14
individual explicit 218
individual knowledge 300
individual problem-solving 161
individual tacit 218
infrastructure, enabling 5
inter-organizational benchmarking 168
inter-organizational knowledge-sharing 176
inter-organizational knowledge acquisition 169
inter-relational knowing 141
interaction 257
internal knowledge sharing 90
Internet 5
Internet as collaboration platform 63
Internet as knowledge networks 62
Internet as political medium 64
intervention 157
intranet 5
intrinsic motivated learning 192

K

keyword tagging 56
KM leadership characterization 232
knowing as practice 135
knowing body, phenomenology of 132
knowing in organisations 138
knowing in organizations 131
knowledge 18, 281, 325–326
knowledge, organizational 325–326
knowledge, social aspect of 18
knowledge, types of 302
knowledge-creation opportunity 226
knowledge-sharing community 176
knowledge-sharing portal 174
knowledge acquisition 169
knowledge as multiple learning cycles 303
knowledge base 13
knowledge brokers 202
knowledge codification tools 3
knowledge creation (KC) 229
knowledge creation tools 2
knowledge delivery tools 3
knowledge delivery tools, 3
knowledge integration 331
knowledge management 17
knowledge management (KM) 202, 280, 320–345
knowledge management (KM), as management fad 327
knowledge management, organizational 325
knowledge management tools 1
knowledge management tools classification 2, 4
knowledge map 7
knowledge networks 62
knowledge networks, social perspectives 97
knowledge networks as sociograms 96
knowledge resources 327
knowledge sharing 89, 169, 293, 296, 324
knowledge sharing, impact of 87
knowledge sharing, integrated model of 280
knowledge sharing, theoretical model for 287
knowledge sharing, Web 2.0 50
knowledge sharing in case organization 290
knowledge sharing in software development 280
knowledge sharing in value networks 90
knowledge sharing through social interaction 291
knowledge strategies, internal 331
knowledge strategy (KS) 324, 326–328
knowledge strategy (KS), in practice 330–334
knowledge strategy (KS), socialization approach 320–345
knowledge strategy oriented framework 1
knowledge worker 222
KnS-scape 226, 229
KnS-scape, rules of 227
KnS agent 226
KnS culture 220
KnS environment 233
KnS environment state 227
KnS influences/enablers 224
KnS organization view 227
KnS portfolio 233
Kolb’s learning cycle 284

L

learner 259
learning, three perspectives 98
learning communities 181, 186
learning object 11
learning process 284
lightweight application server (LAS) 55
linkopedia 15
local area networks (LAN) 5
localization 48
log files analysis (LFA) 158

M

managed learning environment (MLE) 15
management 170
management, new challenge 76
media centric knowledge management theory 47
media centric knowledge sharing 46
members’ involvement 83
Merleau-Ponty, advanced phenomenology of 133
moderate asynchronous tools 8
moderate synchronous tools 7
movement oriented design (MOD) 53
multi-agent enterprise KnS simulation model (e-KnS-MOD) 224
multi-step method 160
multimedia contents 56
multimedia contents, authoring of 56
multimedia contents, exploration of 55
multimedia object 11
multinational corporations (MNC) 90
multiple learning cycles 302, 303

N
networked educational communities 108
networked educational communities, collaboration in 109
networks 18
new working environment, challenge of 75
new working environment, community and collaboration tools 74
non-linear story 57
non-moderate asynchronous tools 8
non-moderate synchronous tools 8
NRM Gateway 204, 206
NRM Gateway Field Review Group (FRG) 210
NRM Gateway Website 211

O
OLAP systems 12
OLTP systems 12
online classroom 257
community 257
discussion 257
forum 259
interaction 258
teacher 260
online communities 186
online education ecosystem 195
online learning communities 185
online teacher education 107
Open University Malaysia 257, 260
opportunities 193
organizational commitment 83
organizational flexibility 168
organizational obstacles 177
organizational values, integrated model 336–337

P
participation 175
Penrose rents 329
people-to-document tools 4, 10, 11
people-to-people tools 4, 7
personal networks 292
pheno-practice of knowing 139
political networks, building 68
political networks, building and organizing 67
Porter’s five forces model of strategy 328
practiced localization 48
pre-post questionnaires 159
problem-solving content usage 157
problem-solving paths 163
problem solving learning communities 153
problem solving learning communities, exploitation 152
problem solving learning communities, theoretical issues of 152
processes, socialization 339–342
professional families approach 80
project management tools 6
proposed conceptual framework, axes of 155
publishing 50
publishing tools 15

Q
query tools 15

R
Recreation Leadership Advisory Team (RLAT) 204
reflective learning 192
reporting tools 15
representation 10
resource-based view of knowledge (RBV) perspective 326
resources-processes-values (RPV) framework 332–336
resources-processes-values (RPV) model 338
retrieval tools 14

S
search tools 14
Second Life 308, 310
Second Life, park scene 310
Second Life for learning 191
semantic tagging 56
Index

semantic zapping services  55
Sensorama virtual reality system  309
sharing knowledge  168
simplified LAS architecture  55
smart mapping tools  9
social coherence of groups  163
social collaborative learning tools  110
social interaction  293
social learning  192
social network analysis (SNA)  24, 158
social networks of knowledge network  103
social sciences research  176
social software  21, 24, 239
social software, bottom-up knowledge networking  17
social software, community building  17
social software, facilitating e-learning with  237
social software, LAS for  55
social software, learning activities  244
social software, technology for communities  21
social software mediated communities  23
social software tools  244
social software tools, classification of  243
social Web activities  119
social Web asynchronous communication  105
social Web wiki episode  122
sociograms, examples of  99
sociograms, illustrating knowledge networks  96, 98
sponsorship  82, 83
storage  10
story engine  52
storylining suspense  52
storytelling environments  52, 54
storytelling services  57
strategic alignment, argument against  339
strategic knowledge integration  331–332
streaming technologies  15
strengths  192
SWOT analysis for learning  191
synchronous communication tools  7
syndication  51
Synergo tool  153
system trust  176

T

tacit enterprise  227
tacit group  227
tacit group knowledge  301
tacit individual  227
tacit individual knowledge  301
tacit knowledge  88, 303
task management tools  6
teacher
  -student interaction  257
teaching
  English as a second language (TESL)  262
team skills  257
technical media  296
technology-intensive value networks  88
type of co-opetion  90
think aloud protocol (TAP)  159
threats  194
transcription  48
trust  175
tutor  261

U

usage of the tools, future  250
user interface problems  311

V

validating tools  13
validation tools  14
value network of born globals  87
value networks  90
values, socialization  341–342
values systems  335–336
values systems, individual  337
values systems, institutional  337–339
Virtual Campfire  54
virtual classroom activities  115
virtual learning environment (VLE)  15
virtual reality technologies  309
virtual trade, future of  314
virtual worlds  194, 309, 315
virtual worlds, actual work accomplished  312
virtual worlds, communities in  186
virtual worlds, e-collaboration in  308
virtual worlds, e-commerce in  308
virtual worlds, environment for learning communities  181
virtual worlds, learning in  185
virtual worlds, opportunities for learning enhancement in  187
virtual worlds, studying human behavior  316

W

weaknesses  192
Web-based learning portal  173
Web 2.0  21, 46, 105
Web 2.0 collaborative learning tool dynamics  105
Web 2.0 software 110
Web 2.0 technologies 106
Web forum 243
Weblog 243
Weblog forum 115
Weblog forum episode 120
Weblogs 110
weblogs 127
Web publishing 22
wide area networks (WAN) 5
wiki 243
wiki, defined 30
wiki, uses of 35, 36
wiki-related forums 118
wiki content, protecting 44
wiki design principles 32
wiki forum 117
wikifying learning 119
wikis 22, 110, 127
wikis, collaboration in good use 34
wikis, communities of users 34
wikis, corporate use 34
wikis, education 37
wikis, evolution of 30
wikis, globalization 33
wikis, government uses 38
wikis, how they work 31
wikis, industry examples 38
wikis, miscellaneous uses 38
wikis, organizational complexity 33
wikis, social software aspect 32
wikis, social system 33
wikis, weaving a knowledge Web 28
wiki selection 39
workflow tools 13, 14
World of Warcraft 308, 310
World of Warcraft, dark forest scene 311