Index

SiKM3 KM Maturity Model 230

A
active learning methodology 127
Activity Based Learning 169-172, 174, 178-179
Activity Management Model 6, 13-14
Analysis Tool Support 304
Analytic Hierarchy Process (AHP) 56
Approach Characteristics Template 297-299, 303-304
Armenian educational system 142
autonomous learning effort 129

B
Balanced Score Card 7
Balanced Scorecard (BSC) Methodology 143
best of everything consortium 252
Bologna Declaration 18, 31, 141, 144
Bologna process 18, 140-142, 144, 149, 152, 154
business orientation 314
Business Process Re-engineering (BPR) 144

C
Capability Maturity Model (CMM) 89
certifications 32-33, 35-36, 38, 42-44, 46-47, 76, 93, 118
Chaos Report 200
codification strategy 217, 219-220, 225
Competency Analysis 86
Competency Management (CM) 3
Competency Model 5-6, 8, 13-14
computer-based knowledge management systems 70-71
Configuration Management Data Bases (CMDB) 123
contingent reward behaviors 204, 211
Continuous Professional Development 159, 174
Creation Tool Support 304-305
creative problem-solving tasks 267
Customer Relation Management (CRM) system 235
customer retention 191, 198
Cycloid 20, 23

data modeling knowledge (DMK) 270, 278
data warehouses 256
de-motivators 309, 312, 317
dimensions of trust 183, 192-194
domination structures 72

e-commerce 38, 196, 267
education level 33-34, 42, 54
employee attentiveness 266
Employee Value Proposition (EVP): 53
Employer Attractiveness (EA) 50, 54
Employer Branding (EB) 53
Enterprise Resource Planning (ERP) 256
enterprise systems (ES) 217
Entity Relationship Diagram 270, 277-278
Equal Pay Act 37
equity-based agreements 102
EU Code of Conduct for Data Centres 291
European Higher Education Area (EHEA) 127, 141
existence, relatedness, and growth (ERG) 205
External trust 189, 191-192
extraversion 266, 268, 270, 272, 277, 280

Facebook 163, 172-173, 179
firefighter-firelighter model of leadership 204
fire-fighting 309
“Five F” culture 78
functioning knowledge 170
Index

G
- general hazard checklist 258-259, 261
- Giddens structuration theory 69
- Global Industry Classification Standard (GICS) 19
- globalization 81, 114, 240
- global knowledge work 69
- Global Software Development 240-241, 248-249
- Goal Question Metric 140, 149
- Goal-Question-Metric (GQM) methodology 143
- “green” advertising 285
- green IT 284-287, 290-292

H
- Hertel’s Five Phases Model 242
- Human Capital Theory 32-36, 38, 43, 47
- Human Resources Management Systems (HRMS) 2

I
- ISP Framework 231-233, 236
- ICT provision 285
- IDEAL model 217
- Information Security Management (ISM) 119
- Information Technology Enabled Services (ITES) 50
- Intentional Change model 18
- intentional change theory (ICT) 21
- inter-firm alliances 100, 111
- Internal Advertising (IA) 52
- Internal Marketing (IM) 52
- Internal trust 189-190
- Intra-network knowledge transfer 102
- introversion 268-269
- IPLECS (Internet-based Performance-centered Learning Environment for Curricula Support) 123
- ISO 93, 118-122, 142, 300, 307
- IT Infrastructure Library (ITIL) 84, 97
- IT Service Management (ITSM) 83

J
- JAVA 133
- Job Affect Scale 270
- job satisfaction survey (JSS) 206

K
- Key Performance Indicators (KPIs) 140-141, 143, 150
- KiWi Systems 221-222
- knowledge acquisition and sharing model (KASL – II) 231
- knowledge applications (KA) 256
- knowledge management formula (KMF) 229
- knowledge management systems (KMS) 70, 218
- knowledge process quality model (KPQM) 230
- knowledge sharing (KS) 228
- Knowledge society 28, 153-154, 163-164, 238, 251
- Knowledge work 68-69, 154-155, 163, 225

L
- lack of measurement 309
- learning by networking 100-101, 103-104, 107-108, 110-111
- legitimation structures 72
- Logica A 219, 226
- low process priority 309

M
- management-by-exception 200, 202-204, 206-207, 211, 213-214
- manifold thinking 161, 168
- Maplestory 173
- marketing activities 106
- Maslow’s hierarchy 204-205
- maturity level 3, 7, 12, 86, 89-91, 95-96, 228-231, 234, 308-309, 315-317
- maturity levels 3, 12, 86, 89-91, 95-96, 230-231, 234, 309
- Microsoft Excel 303-304, 306
- Model-Driven Architecture (MDA) 295, 307
- Model-Driven Engineering (MDE) 295
- Model-Driven Web Engineering (MDWE) 295, 297
- MonkeySurvey 173
- monopoly power 36
- mPSS (mobile Performance Support System for Vocational Education and Training) 123
- multidisciplinary education methodology 127
- Multifactor Leadership Questionnaire (MLQ) 206

N
- national quality assurance systems 141
- NEO-FFI 270
- network-based alliances 104
Index

network-based collaboration 103
Non-Banking Financial Institutions (NBFCs) 55

O
On-Line Analytical Processing (OLAP) 256
organisational culture theories 70
organizational culture 70, 78, 82, 182-184, 186-187, 189, 195, 198, 229
organizational resistance to change 84

P
personal data files protection 122
personalization strategy 217, 220, 225
personalized knowledge management strategy 219
“Plan-Do-Check-Act” (PDCA) 120
POCCI (‘Process Oriented Core Competency Identification’) 4
pragmatism 158-159
PREMINV e-platform 250-251, 263
Private Member Collaboration System 252
Proactive project leadership 213-214
Problem Based Learning (PBL) 126-127
Problem-Focused Education (PFE) 155
Process Maturity Profile 309, 319
process-oriented learning 2, 114, 162
professional hazard 258
professional virtual communities (PVC). 188
progressive adult education 158
Project Management Institute (PMI) 19
project plans 75, 313
psychological benefits 53, 56

Q
Quality Model 230, 297-299, 303, 306-307
quality-of-work 268, 280, 282
quality solution 155
QuEF (Quality Evaluation Framework) 295-297

R
Rational Unified Process (RUP) 21
reflective responsibility 290, 294
Relational capital 103-104, 107-112
Renewable Energy 290, 293
requirement specifications 313
Resource-Based View (RBV) 52
Rights Management 190, 223

S
SCRUM 21
Second Life 172
SEI’s People Capability Maturity Model (P-CMM) 3
Signification structures 72
size wage effect 36
Skills Framework for the Information Age (SFIA) 88-89
small and medium enterprises (SMEs) 101
Social Exclusion 154-155, 168
socially constructed reality 72
socially responsible computing, 291
soft skills 51, 74, 78, 110, 188, 201, 213
software development firms 73
Software process improvement (SPI) 216, 308
Software Quality Assurance (SQA) 242
SPI implementation 309
staff turnover 69-72, 74, 79, 309
stakeholder satisfaction 141
Structural Equation Modeling 62, 281
sustainability 188, 284-288, 290-293

T
Talent management 2, 11
Tata Consultancy 50, 59, 230
team work dynamics 240
technical competencies 5, 15, 18, 29, 60, 70, 74, 78, 80, 281
teleworking 288, 291
the Institute for Certification of Computing Professionals (ICCP) 39
Total Quality Management 140, 142, 149
transformational leadership styles 202, 211
trust levels 183, 189, 195
trust relationship 186, 191, 194

U
UNED (Spanish University for Distance Education) 116
unionization avoidance 36

V
Virtual enterprise network 250-255, 257, 263-264
virtual industrial groups 252
Virtual Learning Environment 170
Index

virtual private networks 254-255
virtual team 81, 240, 242-247, 252-253, 263-264
voluntary networks 101-102
VP-Expert 259-260, 265

W

wage determination 33, 37
wage premium 37, 45
Waste of Electrical and Electronic and Equipment legislation (WEEE) 291
water fall model 21

WEEE (Waste Electrical and Electronic Equipment) 173
Wiki 125, 216-217, 219, 221, 223-225, 227
Wireless4x4 project 126, 137
WOM (word of mouth) 191
Work-Based Learning (WBL) 155
Workgroup Development 86

Y

Yellow Books 87