Index

A
After Action Report (AAR) 198
After Action Review (AAR) 136, 198

B
back channel 120, 136-137
beta test 104, 112
big data 54, 57

C
cloud software 127, 133, 137
collaborative culture 124, 139, 143, 152-155, 177-178, 181
command-and-control culture 124, 139, 143-145, 147, 151-152, 181
consulting house 229, 235
corporate memory 12-13, 20, 28, 41, 45-46, 57, 100

document management 2, 10, 13, 31, 45, 76, 116-117, 251

D
Data-Information-Knowledge-Wisdom (DIKW) pyramid 182
data warehouse 7, 31, 57

E
erly adopter 104, 137
easy win 137
economic growth 139
editing tools 218
embedded librarian 108-109, 112, 131
employee personalities 33
enterprise search 2, 7, 9, 12-14, 30-31, 46
Enterprise Social Network (ESN) 182
explicit knowledge 10, 60-61, 71, 91, 94, 97, 188, 198-199

F
focus group 78-79, 97

H
holistic perspective 214, 218

I
implicit knowledge 188, 198
information audit 60-61, 63-65, 67-68, 70-72, 75, 79-80, 91, 94, 96-97
information knowledge 54
information science 42, 45-46, 55-57, 63-64, 71, 181, 205, 239-240

K
knowledge assessment 22, 39, 59-63, 65-70, 72-73, 75-81, 91, 94
knowledge audit 36-38, 58, 60-65, 67, 69, 86, 89-91, 94, 97
knowledge broker 109, 112
knowledge map 64, 80, 85, 97
Knowledge Sharing (KS) 99, 112, 199
Knowledge Translation (KT) 109, 112

L
learning management system 137
learning organization 18, 51, 124, 183-184
lessons learned 43, 51, 121, 186, 198, 211

M
mind mapping 199, 203-204, 218

N
needs analysis 59-60, 97, 102
needs assessment 60-61, 69, 91, 94
Index

O
open source software 138

P
pareto principle 58
pecha kucha 205-206, 218
playing in sandboxes 218
project management 13, 16, 116, 218, 240

R
real-time collaboration 199, 208, 218
real-time communication tools 218
Request for Expression of Interest (REI) 235
Request for Proposal (RfP) 235
Results-Achieved, Context-Centred (RACC) model 149, 182
Return on Investment (RoI) 31, 125
robust indexing 2, 12

S
SMART goals 145, 151, 182
social enterprise 115, 138
Status, Certainty, Autonomy, Relatedness, Fairness (SCARF) model 182
straw poll 112
strong tie 112
structured interviews 97

T
tacit knowledge 10-11, 21, 60, 66, 85, 91, 94, 97, 102, 109, 114, 120

U
unconference 200-202, 204, 219
unstructured interviews 97

V
video conference 101, 122, 138

W
weak tie 112