Appendix G

Glossary of Common Terms Used in this Book

**Actor:** The common Social Network Analysis term for participant or respondent or person who is being modeled with regard to their communication pattern with other people.

**Articulable implicit managerial IT knowledge:** That subset of articulable tacit knowledge that is under study in this thesis. For the purposes of this research we are focusing on a soft set of skills, which is managerial in its nature. It is expected more competent IT people will have a higher store of articulable implicit managerial IT knowledge.

**Articulable tacit knowledge:** That subset (whether major or minor) of tacit knowledge that can eventually be articulated. Strictly speaking the knowledge elicited is then no longer tacit knowledge. Examples of this sort of tacit knowledge include “tricks of the trade,” “trade secrets,” “street smarts,” and so on.

**CNE:** Certified Novell Engineer. An individual qualified in making sure Novell networks run correctly.

**DA:** Data Administrator/Architect. A person who undertakes senior level data/information/knowledge planning for the organisation. This is an individual who is typically managerial rather than technical.

**DBA:** DataBase Administrator. The technical person in charge of the organisation’s information systems.
Delphi method: An approach that brings experts together with a view toward getting them to brainstorm ideas.

Dendogram: A branching tree like diagram used in a number of disciplines to illustrate a relationship between a number of attributes or parameters.

E-A: Entity-Association/Entity-Relationship. A data modelling convention typically used for relational database design

Ethernet: A LAN protocol.

Expert non-expert: Individuals who by way of the Formal Concept Analysis interpretation of their tacit knowledge inventory results, were identified as having scores close to that of experts. The expert non-experts were not necessarily identified by their peers as being an expert.

Expert: One who has been identified by his peers as being of above average ability with regard to their workplace performance

FCA: Formal Concept Analysis. A lattice based technique for data interpretation

Inarticulable tacit knowledge: That subset (whether major or minor) of tacit knowledge that cannot be truly articulated. Typically this knowledge is based upon sense, feeling and experience the individual must come to feel for themselves. It cannot be transferred verbally and only to a limited degree by example.

LAN: Local Area Network. A communication network typically at building or multi-building/organisation level.

Meaning: Another important ingredient in inarticulable tacit knowledge. Together with sense the individual gains a feeling for this type of knowledge which simply cannot be verbalised or even passed on fully by way of example.

Novell: A LAN protocol.

Novice: One who has not been identified by their peers as being of above ordinary or exception IT workplace performance.
Sense: The important ingredient necessary for the individual to experience inarticulable tacit knowledge. This together with meaning allows the person to gain a feel for this type of tacit knowledge, which enriches their knowledge base.

SNA: Social Network Analysis. A technique for examining how people interact which is likely to affect how knowledge and other resources are transferred between individuals.

Tacit knowledge: Typically knowledge that is unspoken, hard to articulate. It is knowledge that is interpreted between the lines. Many previous definitions have been offered in Appendix B.

Token Ring: A LAN protocol (and typology) whereby data packets pass around a ring like network in one direction only

UML: Unified Modelling Language. A current modelling technique giving greater emphasis to object-orientation.