

Index

3R Model 11

A

- academic relational capital 10-11
 - academic staff relational capital 10-11
 - institutional relational capital 10-11
 - student relational capital 10-11
- active doing 29
- Administration Module 125
- adverse events 95-98, 100-101
- After Action Review (AAR) 45, 52
- ALSA 3
- Art of War 221-222
- “Ask For” Campaign 44-46
- autonomy capabilities 208

B

- Balanced Scorecard (BSC) 221
- behaviorism 28
- benchmarking knowledge 151
- best practices knowledge 4, 48, 151-152, 157
- Business Process Management (BPM) 204, 221
- business to business (B2B) 19

C

- call centers 16
- Campus Information Technologies and Educational Services (CITES) 250
- Case-Based Reasoning (CBR) 252
- Chief of Defense (CHOD) 221
- China Knowledge Information Net (CNKI) 84
- Chinese National Science Digital Library (CSDL) 84
- Chinese Supermarket Development 81-83
 - embryonic stage 81
 - growth period 82
- C.L.I.C.K 49, 51

- Cognitive Business Intelligence System (CBIS) 233
- common sense rule 126
- competitive advantage 78
- component design knowledge 151
- computer vision 107
- constructivism 28
- controlled vocabularies 255
- coordination capabilities 208
- courses of action (COAs) 233
- customer relationship management (CRM) 178
- Customer Satisfaction 15-25, 174, 178, 181-183, 187-189, 191, 201

D

- data approaches 179
 - association 25, 48, 83-84, 87-89, 91, 100, 164, 174, 176, 179, 185, 200, 268, 271-272
 - classification 32, 92, 95, 97, 100, 122, 176, 179-180, 254-257, 260, 262-264, 267, 269, 272-274, 283-284
 - clustering 176, 179-180, 188
 - regression 20-22, 24-25, 175-181, 183-186
 - sequential analyzers 179
 - time series 179
- data mining 176
 - dependency modeling 176
 - deviation detection 176
 - link analysis 176
 - segmentation 176, 180, 188
 - summarization 176
 - visualization 176, 260, 271, 273
- data mining system 4
- Decision Support System (DSS) 219
- defuzzification 124
- degree of optimization 136
- degree of tolerance 172
- describe it as perceptible sureness 36
- Development of the Information Technologies 5

Development of transport infrastructure 5
diffuse logic 121

Document Concepts (DC) 209

double-barreled 58

dynamic links' libraries (DLL) 134

E

Educational Game Assesment Object (EduGame-AO) 279

Educational Game Learning Object (EduGameLO) 279

EduGameElement 278

EduGameEngine 278

EduGameKnowledge 278

EduGameLevel 278

EduGame Scene 279

Electronic Data Interchange system (EDI) 85

Enterprise Architecture (EA) 219-220, 237, 243

Entrepreneurship 68

European Foundation for Quality Management (EFQM) 221

Evaluation Information System (EIS) 221, 227

experimenting 29

expert system 123

acquisition component 123

data base 123, 125-126

explanation component 123

inference engine 123, 129-130, 133, 141

user interface 123, 128, 159, 196-197, 258-259, 273, 283, 286

eXtensible Markup Language (XML) 212

external sources 171

F

first purchase decision 192

Food Composition System Singapore (FOCOS) 48

foreign direct investments (FDIs) 67-68

formal learning 32

format innovation 87-88, 91

free discussions 30, 32

frequently asked questions (FAQ) 195

function of ownership 122

fuzzyfication 124

Fuzzy Logic System (FLS) 124

fuzzzy proposals 124

G

GameContext 281

common knowledge 227, 267, 281

physical context 281

situational context 281

social context 221, 281

GameInteraction 278

H

harmful knowledge 151

hawker entre 43-45, 48

Health Promotion Board (HPB) 41-42

help desk 249

external support systems 249

internal support systems 249

Holonic Manufacturing System (HMS) 110

Holonic Method 109

Huge and Complex System (HC) 104

human capital 8

hypermarkets 83

I

importance degree 136

Increased competition 6

Increased levels of population 5

Increase in population mobility 6

individual learning 27

industry and organization selection 56

informal learning 27, 39

information classification 95

Information Technology (IT) 219-220, 239, 250-251

innovation 68

Institute of Medicine's (IOM) 95

intellectual capital 8

Intellectual Property (IP) 60

Intelligence Base (IntB) 222, 243

Intelligence like Human (IH) 105

intelligent agent 171

Intelligent Management Methods 103

Chaos 103, 110, 221, 227, 240-242, 244

Complexity theory 103, 110

Fuzzy Logic 103-104, 111, 120-121, 123-124, 126, 128, 132, 141, 146-148, 176, 180

Immune Control Method 103

Neural Networks 103, 109, 118-119, 176, 180, 188

Petri Net 103

Index

Interdisciplinary Forum (IF) 227, 237, 241
internal sources 171
Inter-organizational knowledge sharing 149, 151-152, 154

K

K-nearest neighbor (K-NN) 180
Knowledge Asset Management (KAM) 56
knowledge assets 57
knowledge-based system (KBS) 223
knowledge discovery in databases (KDD) 178-179, 181
knowledge domain 206
knowledge intensive (KIS) 77
Knowledge Intensive Tasks (KIT) 204
Knowledge Management (KM) 57
knowledge management systems 2
knowledge maps 13
Knowledge Transfer (KT) 229
knowledge triangle 8
Knowledge Value Added (KVA) 242
KnowMore 205

L

laggards 77, 194
learning-by-doing 29
 on-the-job-learning 29
learning expectancies 172
learning in authentic situations 29
Learning Objects (LO) 275-276
Learning with Knowledge (LK) Cycle 41, 49
 knowledge articulation and sharing 50
 knowledge creation and construction 50
 knowledge diffusion, access, and dissemination 50-51
 knowledge repository updating 50-51
 knowledge revision 50, 52
 knowledge use 50-52
Library and information science (LIS) 254
Likert scale 58
localized learning 68
loyalty cards 176

M

Mainly through Multinationals (MNEs) 68
major control methods 103
 frequency-response method 103
 root-locus method 103
market basket analysis 176

maximum number of products to return 136
media richness 182
medical error 98
 blood transfusion-related injuries 97
 diagnostic error 97
 equipment error 97
 infection 97
 medication error 97
 misinterpretation of other medical orders 97
 surgical error 97
methodology 55-56
modern control theories 103
 discrete control method 103, 106
 linear control method 103
 non-linear control method 103
Multiple regression technique 175, 181, 184
multivalued logic 122

N

National Environment Agency (NEA) 45
National Nutrition Survey (NNS) 45
Naturalistic Decision Making (NDM) 219-220, 231-232, 241
natural language 107
Networking Allover (NA) 105
non-localized learning 68
non ownership 122
non-technology based innovation 77, 80, 84, 88, 90
normal optimization 136

O

Object-Oriented programming (OOP) 240
Observe, Orient, Decide, Act (OODA) 225
online/offline support 17, 48-49, 86-87, 121, 147, 149, 166, 168-169, 171-173, 182, 191-197, 199-200, 251, 254, 261, 267-269, 274, 276
Operational Performance Indicators 15-16, 18-23
 Abandonment Rate(AbR) 16, 21
 Adherence (AD) 16
 Agent Turnover (Tu) 17
 Average Training Time (TrT) 17
 Average Work Time after the Call (WTC) 17
 Percentage of Call Black (PCB) 16
 Percentage of First-Call Resolution (FCR) 16
 Queue Time (QT) 17
 Service Level x Seconds (SL) 16
 Time before Abandoning (TBA) 16
 Total Calls (ToC) 17
 Total of Calls Attended per Shift 17

Oregon State University (OSU) 251
 Organizational Capital (OC) 59
 organizational knowledge repository 204
 orientation period 34
 Oriented Architecture (SOA) 239-240

P

paggenger transport management 3
 Part-of-Speech Tagging (POSTagging) 209
 perceived ease of use (PEOU) 192
 perceived usefulness (PU) 192
 personality factors 69
 platform-independent base model (PIM) 277
 platform-specific models (PSM) 277
 Point of Sale (POS) 85
 Policy Framework for Interpreting Risk in E-business Security (PFIRES) 154
 predictive modeling 180
 prior knowledge 32
 process knowledge 205
 process instance knowledge 205
 process-related knowledge 205
 process template knowledge 205
 professional performance 32
 Prototype evalauation 48
 Public Service for the 21st Century (PS21) 42

Q

quality of service 2-3, 6, 23, 181

R

Real Option Valuation (ROV) 220, 236, 243
 Defere/Learn class 236
 Disinvest/Shrink 220, 236
 Invest-gown class 236
 Scale-Down 236
 Scale-Up 236
 Scope-Down 236
 Scope-Up 236
 Study/Start 8, 10-11, 14-16, 18-19, 21, 23, 25, 27, 30, 32, 34-38, 41-43, 53, 65, 68, 70, 75, 77-78, 84, 90-91, 100-102, 107-110, 117, 150, 155, 162, 164-165, 167, 169, 172-174, 176, 178, 182-184, 186-189, 195-201, 219, 230, 236, 240, 246, 250-251, 262-265, 269, 275, 284, 286
 Switch-Up 236

recommendation obtaining module 138

radical constructivism 29

Regulatory framework 5, 75

relational capital

- external relational capital 10
- internal relational capital 10

renewable energy industry 56

research and development (R & D) 78

Resource Advantage Theory 77-79, 93

resource based innovation 78

retail crowding 182, 188

return-on-knowledge (ROK) 242

risk 150

S

safety improvements 3

Search Module 125-126

Self-regulating Open Hierarchic Order (SOHO) 109, 114

semi-structured interviews 30, 32, 84

Shanghai supermarkets 82, 89

shifting of learning experience 171

situational awareness (SA) 233

Small and Medium Enterprises (SMEs) 55-56

social interaction 28-29

social tagging 260

Software as a Service (SaaS) 240, 242

spillovers 71-72, 75

state of intense learning flow 170

strategic alliances 151, 153, 161-163

- performance risk 153

- relational risk 153

structural capital 8

structure innovation 87

Switch-Down 236

T

taxonomies 256

technological agreements 68

Technological Capital (TC) 59

Technology Acceptance Model (TAM) 192

technology based innovation 77, 85, 87-88, 90

technology capacity 70

technology of innovation 70

technology transfer 67, 70, 73

theorem proving 108

theoretical knowledge 32, 38

Theory of Fuzzy Sets 122

Index

Total Attendance Posts (AP) 18
total ownership 122
touch points 249
triangulation approach 192

U

Unified Modeling Language (UML) 277
University of Illinois at Urbana-Champaign (UIUC)
250
Unknown Base 225
Urbanization of society 6
usage frequency 194, 197-199
user characteristics 125-126, 128, 130-131, 133,
135-136
user control 196
environmental control 196
user information experience 166
user motivation 194
intrinsic motivation 192, 194, 200-201
willingness motivation 34, 45, 194, 267

user movement frequency 197-198
access log 197
agent log 197
cookies 197
error log 197
referrer log 197
user login ids 197
user support 195, 248-250, 257, 263

V

VisualOffice 205

W

web-based e-service 167
Wissensbilanz 10
Workflow Management System (WfMS) 204
World Health Organization (WHO) 96