

Index

A

abstract explanations 40
accounts-payable department (AP) 82
adapt 161
advertising representation 108
agents 266
Apply 161
argumentation 206
articulate needs stage 103

B

balanced variation 178
benefits 228
black box view 169
breeding variations 175
business consulting companies 244
business knowledge 72
business knowledge management 72

C

central repository 170
chaining behaviour 103
change process patterns 74
chat virtual community 289
classical value chain 157
client-service/service provider interaction 101
client/server 187
client/server architecture 191
climate 159
collaborative engineering processes 166

collaborative information seeking 98, 99, 106
collaborative learning 233
combination 199, 207
combining knowledge (combination) 237
computer database 17
computer supported collaborative work (CSCW) 98, 109
concept mapping 25
concrete registrations 40
configuration 162
contingency perspective 17
corporate memories 24
corporate memory management 160
countermeasures 127
cross-functional teams 63
cross-organizational knowledge sharing 167
cultural assessment 90
culture 159
customer knowledge 144

D

daily operations 159
data 15
data capture 32
death spiral 4
decision support systems 18
decision tables 76
descriptor 74
destination 276

developing knowledge (development) 236
 dialectic of control 3
 diffusing 17
 direct questioning 108
 directory model 139
 discovery 255
 distributed, fragmented repositories 170
 distributed, replicated repositories 170
 distributing knowledge (distribution) 236
 diversity 42
 diversity of memory contents 38
 document sources 273, 275
 dominant incentives 250

E

electronic commerce 98
 Electronic Performance Support System (EPSS) 161
 elicit 161
 embedded knowledge 197
 embodied knowledge 197
 embrained knowledge 197
 emerging networked systems 270
 empirical investigation 49
 encoded knowledge 197
 encultured knowledge 197
 engineering data 169
 engineering processes 166
 Enterprise Knowledge Development (EKD) 72
 Enterprise Resource Planning (ERP) 79
 ERP-Based Knowledge Transfer 79
 evaluate 161
 evaluating information 105
 evaluation criteria 76
 evolutionary development 44
 experience factory 167
 expert virtual community 289
 explicit knowledge 30
 externalization 198, 207
 extrinsic motives 247

F

Federal Government Organizations 88
 file retrieval agents 275
 find 161
 focus 161
 focused knowledge management systems 18
 formal presentation stage 105
 formulation stage 103
 free agents 8
 functionalist 196

G

generative processes 199
 geographically dispersed cross-functional teams 60
 group-support tools 62
 group/collaborative interaction 101
 guidelines 74

H

human capital 259

I

identify problem stage 103
 immaterial incentives 247
 incentive systems 246, 250
 incremental development 44
 information 15
 information (knowledge) 255
 information architecture 159
 information context 107
 information ecology (IE) 255
 information gatherer 107
 information indexer / abstracter 107
 information laws 254
 information management technology 108
 information manager 114
 information needs 102
 information referrer 107
 information reservoir (IR) 255
 information retrieval (IR) 104, 271
 information retrieval agents 274
 information satisfaction 105
 information seeking 99, 108

information seeking instigator 107
information seeking patterns 107
information technologies (IT) 117, 234, 267
information verifier 107
informational orientation 195
informational perspective 195
initial actions 64
initiation stage 102
innovation 145
innovative learning 179
innovative virtual community 290
integrating problem solving 199
intelligence 15
Intelligent Synthesis Environment (ISE) 91
interactions 101
internalization 199, 207
interpretive perspective 196
intrinsic incentives 247
IT infrastructure 42
IT-capability 42

K

knowledge 15, 30, 196, 297
knowledge acquisition 51
knowledge artifacts 24
knowledge assets 158
knowledge benefits 225, 228
knowledge capital 120
knowledge creation 217, 304
knowledge database 19, 32, 124, 125
knowledge directory 187
knowledge distance (KD) 178
knowledge domains 179
knowledge economy 144
knowledge generation 17, 225
knowledge growth 259
knowledge integration 60, 63
knowledge integration issues 61
knowledge intrapreneurs 8
knowledge management 1, 2, 3, 23, 24, 28, 60, 88, 98, 154, 155, 159, 188, 233, 234, 244, 245, 281, 282, 297, 3111
knowledge management architecture (KMA) 25

knowledge management support 233
knowledge management system 14, 17, 18, 20, 30, 114, 187, 190, 195, 200
knowledge manager 114
knowledge mapping 23, 25
knowledge navigation 158
knowledge organizations 28
knowledge orientation 159
knowledge perspective 74
knowledge processes 282, 304
knowledge repositories 24
knowledge retention/protection 304
knowledge reuse 24
knowledge sharing 166, 206, 207, 304
knowledge sharing behavior 2
knowledge transfer 80
knowledge transmission 118
knowledge work 195, 198
knowledge-based innovations 147

L

laboratory equipment 31
leadership 160
Librarian 114
LiveNet 63
loose-tight knowledge management systems 5

M

macro-information ecology 255, 258
magnitude of proposed change 160
managers 154
market capitalisation 49
market growth 259
material incentive 247
member distance 178, 180
memory resources 39
mobile agent 269, 273, 274
motivation 246

N

National Health Service (NHS) 311
needing stage 102
non-linear scenarios 44

O

OM requirements 236
 OM scenario 236
 OMIS 38
 OMS Design Issues 269
 operational fit 18
 optimize 161
 organisation knowledge 144
 organization culture 18
 organizational activities 225
 organizational boundaries 166
 organizational controls 1, 8
 organizational knowledge management 1, 266
 organizational learning 175, 225, 226, 236
 organizational memory (OM) 40, 168, 233, 234, 235, 267
 organizational memory content 38
 organizational memory information systems 377
 Organizational Memory Systems (OMS) 269
 organizational patterns 72
 organizational resource 196
 organizations 5, 160, 225, 266
 organize 161
 outcomes stage 105

P

pattern evaluation 77
 pattern identification 73
 personality domains 179
 potential resources 175
 Press Center Model 140
 problem solving literature 210
 product patterns 74
 productive processes 199
 Professional Distance (PD) 179
 Professional Service Firms (PSF) 124
 project browser 171
 project context 167
 project database 167
 project knowledge sharing 167
 project memory 167
 project server 171

project views 169
 purchasing department (PU) 82
 pure knowledge systems 18

R

reasoned argument 208
 registry 274
 remote rural communities 212
 representative processes 199
 reuse database 167
 right balance 175

S

securing knowledge (storage) 236
 segmented networks 175, 181
 semi-confusing information systems 6
 sensemaking 60, 65
 sensemaking modules 65
 share 161
 shared terminology 66, 67
 sharing 32
 sharing knowledge 145
 signature 74
 similarities 175
 socialization 198, 207
 specific ending behaviour 105
 starting stage 103
 Strategic Learning Partnerships (SLPs) 182
 stroke-wise development 44
 structural context 107
 structural gateway 107
 structural perspective 107
 structuring 17

T

technical flexibility 85
 technological infrastructure 135
 technological status quo 172
 technology 15
 time instants 240
 trading of advertisements 108
 traditional information 18
 transformation 118