Index

business strategy 279

A

business-networking solution 200 activity-related constraints 75 business-oriented conceptualization 206 agent 84 C agent host 91, 93 agent implementation 91 catalogues 283 agent reference 91 change management 220 agent technology 84 Chathound 130 agent-based systems 98 Chathound Implementation 131 aggregator/integrator 206 Chathound Requirements 130 anesthetists 76 chatrooms 130 application domain 3 Chief Knowledge Officers 292 application domain independence 57 circulation of daily newspapers 34 artificial intelligence (AI) 47 co-alliance models 232 Artificial Intelligence Research 65 co-opetition 248, 249 assessing strategic options 220 collaborating agents 2 automation 179 collaboration 256 autonomous agents 87 collaborative knowledge 250 autonomy 86 commercialization 63 B communications 289 communications infrastructure 33 Bilateral Control Strategies 265 competitive advantage 226 browsing 283 Competitive Intelligence (CI) 4 bus configuration and port design 219 Computer Supported Co-operative Work business bus 207 72 business engineering 206 computerization 33 business enterprises 26 conceptual data models 54 business environment 177 conceptual design 44 Business Model Innovation 177 consensus building 183 Business Networking 201, 202, 203, constraints 74 context-dependencies 78 Business Networking Challenges 204 continuation activity 212 Business Networks 200 contribution 106 Business Process Reengineering (BPR) Control Strategies 253, 259 4, 5 controlling knowledge 250

298 Index

coopetitive 248
critical success factor 201
culture 229
Customer Capital 275
customer knowledge 275
customer knowledge investments 277
customer loyalty 154, 155
customer processes 206
customization 156

D

data collection 10 Data Model Independence 57 Data Models 52 database 43 database design 63 database design methodology 44 database design support 49, 64 database design tools 43, 64 decrease stage 111 defuzzification 119 detail IS implementation 219 Deviation Trajectories 262 digital communication 249 digital technologies 249 disintermediation 286 dollar exchange rate 31 Dynamic Evolution 3

\mathbf{E}

E-Commerce systems 284 Economic Sectors 31 education 34 electronic commerce (EC) 201 electronic communications 262 electronic consultative commerce 241 electronic consultative enterprise 237 electronic marketplace 227 electronic procurement 200 electronic purchasing service 204 electronic trust 103 Email Reader Agent 91 enterprise resource planning 201 Enterprise Resource Planning (ERP) 238 eProcurement 218 executing simulation 114

Explicit (Structural) Knowledge Investments 277 explicit knowledge 254, 275 explicit knowledge flows 257 external debt 31 Extranets 284

F

Failure Model 113
Financial Capital 31
firm boundaries 248
fixed priority scheduling 89
forecasting 109
formal testing 65
Future State Vision 278
fuzzy controller 116
fuzzy reasoning 109, 116
fuzzy rules 118

G

globalness 229 goal definition 203 gross domestic product (GDP) 31 growth stage 111

H

hospital scheduling problem 73 Hospital-Scheduling 72 Human Capital 28, 35, 275

I

indirection 81, 82
inflation 32
information and communication technologies (ICT) 226
information intensity analysis 211
information processing 180
information sources 3
information systems (IS) 4, 177, 180, 201
information-Processing Model 182
information-Processing paradigm 180
Innovated Knowledge 275
Innovated Knowledge Investments 277
Innovation Capital 275

intellectual assets 29 intellectual capital 23, 27, 39 intellectual capital assessment 22 intellectual capital measures 40 intelligent agent 1, 85, 98, 99, 100, 124, intelligent database design tools 47 intelligent machines 165 intelligent systems 164 Inter-Agent Communication 132 Inter-Business Networking 200 inter-firm relationships 252 inter-firm transactions 251 inter-organizational collaboration 250 Interface Agent 91 Interface Usabability 156 intermediate instance 79 International Events 32 Internet 284 Internet Relay Chat (IRC) 130 Internet use 34 introduction stage 111 IS/IT network design 219

K

keiretsu network structure 261 knowledge 275 knowledge application phase 214 knowledge architecture 280 knowledge assets 22, 23 knowledge base 227 knowledge creation 191, 275, 279 knowledge empowered service 241 knowledge exchanges 248, 249, 253 knowledge flows 248, 254, 257, 258 knowledge infrastructure 286 knowledge investments 278 knowledge management 177, 179, 180, 183, 186, 200, 203, 213 knowledge mapping 278 knowledge navigation tools 281 knowledge object 280 knowledge plan 278 knowledge repository 203, 250 knowledge roles 286 knowledge sharing 255 knowledge strategy 279

knowledge transfer 254
Knowledge Value Networks 241
knowledge-based database design tools
44
knowledge-based system 43, 46
knowledge-based workflows 255
knowledge-focused business games 276
knowledge-intensive transactions 254
Knowledge-IntensiveEnvironments 135
knowledge-powered 274
knowledge-sharing culture 288

${f L}$

learning agents 242 logic programming 164 logical design 44

M

management agent 81
Market Capital 28, 32
market needs 32
market-alliances 233
markets 230
maturity stage 111
method development 205
method engineering 208
minutiae of machinery 181
monetary cost 158
multi-agent systems 73
multi-agent technologies 100
multiple inheritance 75

N

National Intellectual Capital 22 networkability 210, 211 networked systems 39 networks 229 news postings 124 Newshound 124 Newshound Architecture 125 Newshound Implementation 125 Newshound Requirements 125 Newshounds Interface 126 non-working hyperlink 149

$\mathbf{0}$

organizational business model, 178 Organizational Capital 28 organizational structures 253 organizations 252

P

personal assistants 126 personalization 156 physical design 44 policy objects 79 Policy-Agents 72 port implementation 219 portals 283 predictions 52 pro-activeness 86 procedural strategies 253 process capital 28, 33 procurement process 218 procurement process potentials 218 Product Life Cycle 111 profiling 283 program maintenance module 58 programming languages 84 proposed model 185 "push" and "pull" mechanisms 283

R

rationalization 179 reactivity 86 Reciprocal Exchange 261 reciprocal knowledge 256 reengineering 180, 287 relationship management (RM) 201 Renewal and Development Capital 29, 36 requirements collection 44 resource 76 resource agent 81 resource class agent 81 resource-based approach 249 Return Model 114 risk cost 158 road maps 283

S

Sales Model 111 scalability 3 search engines 283 searching 283 security 158 Semantic Heterogeneity 3 shared knowledge 293 simulation 109 simulation results 116 smart agents 85 social ability 86 social control strategies 253 software agents 241 software use 34 star-alliance models 233 stickiness measures 159 strategic advantage 225 strategic resource management 248 structural capital 28, 275 sub-models 110 subscribing 283 supply chain 208 supply chain management 201 supply chain management (SCM) 201 surgeons 76 synchronization constraints 75 system testing 63

T

tacit knowledge 203, 255, 275
tacit knowledge control strategies 263
tacit knowledge flows 258
tacit knowledge investments 276
TAM (Technology Acceptance Model)
135
targeted users 54
taxonomy 280
teaching tool 136
theory of reasoned action (TRA) 137
time cost 158
Tolerable Waiting Time 147
Total Quality Management (TQM) 4, 5
training 289
Transaction Cost Economics (TCE) 251
Transaction Governance 251

transformation 274, 277 Trust Environment 98

U

unemployment 31 unidirectional knowledge sharing 255 usage model 114 user interface 61, 78

V

value-alliance models 233
vendor managed inventory 204
View Integration 49
Virtual Alliance Models (VAM) 228
virtual brokers 234
virtual cultures 228
virtual economy 249
virtual faces 232
virtual management 225
virtual organisation 225, 226
virtual organisational change 225

Virtual Organisational Change Model (VOCM) 228 virtual organizations 200, 208, 220, 228, 248, 254 virtual organizing 200, 213 Virtual Strategic Perspective (VSP) 229 virtuality 231

W

waiting time 147
weak negation 166
Web Users' Waiting Time 145
Web-Based Customer Loyalty 153
Webhound Implementation 132
Webhound Requirements 132
website design 161
World Wide Web (WWW) 1, 145

Y

Y2K issues 288