

Index

A

abilities, skills, knowledge etc. (ASKe) 106-107
 action-research 147, 149-150, 152, 154-157, 163
 Ambient Technology 12
 analysis framework 189
 artificial intelligence 77, 119, 142
 ASAP Methodology 179
 ASLOG 150-151, 157
 Asynchronous JavaScript and XML (AJAX) 87
 Authority 55, 60, 63, 79

B

balanced scorecard 153, 157, 159, 161
 behavior change 214-216, 219-221, 224, 226-227, 232
 Behind the Firewall (BTF) 44-46, 48, 54-56, 58, 60, 63
 Bonfiglioli 142, 147-152, 156
 boolean expressions 114
 Bottom-Up Network 81
 Brazilian panorama 165, 170, 173
 Business Process Owner (BPO) 151

C

case study research (CSR) 24, 38-39, 41, 62, 175, 189, 212, 230
 Cedar Crestone report 103
 champions 9, 49-50, 78, 91, 220, 227
 cloud computing 12, 165, 188
 cognitive schemas transformation 151-152, 154
 Collaboration 2.0 1-2, 4-8, 10-13, 15, 202
 CollectedData 108
 collective intelligence 1-2, 4, 6, 13-15, 21, 35, 42, 86, 95, 100, 167-168, 188, 202
 Collective Membership 45, 63
 collective reasoning 167

common knowledge basis 174, 177, 180, 183, 186, 189
 Community Governance 45, 59, 63
 Community of Interest 45, 63
 Competence 103-110, 112-115, 117-120, 145
 competence acquisition 104-105, 107, 117-118
 competence assessment 104-105, 108, 112, 117
 Competence knowledge usage 104-105
 Competence Management 103-104, 107, 110, 112-115, 117-118, 120
 Competence, Resource, Aspect, Individual (CRAI) 103, 105-110, 120
 complacency factor 166
 complex project scope 170
 Computer-Aided Design (CAD) 7, 16
 conflict management 170-171, 173, 177, 179-180, 182, 184, 187-188
 core competencies 86, 196-197
 corporate governance 62, 141, 194, 198, 209-212
 Corporate Wiki 44, 58-59, 61, 63, 80
 council of logistics management 144, 162
 C-Resource 108-110, 120
 crowdsourcing 1-2, 164
 culture assessment 174
 Customer Relationship Management (CRM) 7, 143, 149, 151

D

Decision Knowledge Sharing (DKS) 157
 DeclaredData 108
 Department of Energy (DOE) 222
 diffusion of knowledge 191, 215-216, 218-220, 224, 227, 232
 Digital Natives 2, 15
 distinctive resources 196-197
 Dynamic Taxonomies 103, 105, 107, 110-115, 117, 119
 Dynamic Taxonomy Search 120

E

Efficient Customer Response (ECR) 143, 157
energy consumption 11, 214-216, 220, 222-224
Enterprise 2.0 1-2, 4-5, 7, 14-15, 18, 40, 203, 229
Enterprise Document Management System (EDMS) 176
Enterprise Resource Planning (ERP) 7, 16, 139, 143-144, 149, 151-153, 155, 159, 163
Enterprise Social Software 1, 15
Eureka 132-135, 139
explicit knowledge 7, 16, 19-20, 123-124, 173, 214, 218-220, 222, 224-225, 227, 229

F

Facebook 2, 6, 18, 27, 31, 33, 35-36, 39, 42, 68, 71, 74-75, 77-78, 86, 93, 95-97, 139, 166, 207, 218, 223-224, 227, 232
field inspection reporting system 168
focal knowledge 123
four macro-enterprise processes 104
further use 174

G

Generation Y (GenY) 1-2, 5-6, 9-11, 13, 15, 124, 201
Global Positioning System (GPS) 11, 16
global quality approach 155
Governance 44-45, 59-60, 62-63, 141, 179, 182, 194-195, 198-199, 209-212, 229
Group Decision Support Systems 16, 22
Group Decision Systems 16
Groupware 7

H

horizontal keiretsu 194
Hosting Environment 63
Human Resource software systems (HR systems) 103-105, 107, 118
hybrid organization 190, 207, 213

I

Impact Model 18, 21, 32, 34, 37
implicit knowledge 16
Implied Warranty 44, 55, 58, 63
IMS RDCEO (IMS Reusable Definition of Educational Objective) 107
infobase 110-111, 113, 115

Information and Communication Science and Technology (ICST) 7, 16
institutional change 216-218, 220, 226, 231-232
institutional influences 218
institutional theory 214, 216, 219-220, 227, 230
Internet of things 2, 12, 14
inter-organizational 10, 143, 145-146, 157-158
Interpersonal knowledge 4, 6-7, 12, 16
InTouch 132, 134-135
intra-organizational 38, 142-143, 145, 147, 154, 156, 158, 163
Intrapedia 44, 46-47, 49-50, 53, 56, 63
Italian SME 142-143, 147

J

joint platforms 203-204, 213

K

keiretsu 190-196, 198-199, 208-209, 211-213
KM 2.0 1-2, 4, 7, 10-11, 13-15, 17-18, 21, 32, 34, 37-38, 40, 70, 75, 77-79, 138, 159, 190-191, 199, 201-204, 207-208, 213
KM 2.0 practices 10, 191, 204, 213
KM researchers 169
KM solutions 84-85
KM spectrum 20, 22, 24-25, 29, 32-34, 38
KM system for capture and reuse 169
knowledge alliances 197, 213
Knowledge-Based View (KBV) 157, 160, 196
knowledge bases 25, 49, 144, 153, 173, 200
Knowledge capital 6, 64, 149, 203
knowledge formalization 144, 151
knowledge frameworks 215-217
knowledge logisticians 153
Knowledge Management 2.0 2, 18, 21, 38, 189
knowledge management (KM) 1-2, 4, 7, 10-15, 17-22, 24-42, 44, 46, 49-50, 55, 60-62, 64-66, 68, 70-73, 75-81, 84-85, 94, 97, 100-102, 110, 118-120, 122-123, 125, 131-132, 134-135, 137-145, 147, 151-153, 155-165, 167-169, 171-173, 187, 189-191, 193, 196-197, 199-204, 207-215, 218-219, 222, 224, 226-232
knowledge management lens 164-165
knowledge management systems (KMS) 7, 46, 55, 60, 84-85, 119, 142-147, 149, 152, 154-156, 158-159, 161, 163, 187, 214-216, 218, 220, 224, 226-228, 232
knowledge map 149-150, 152, 154, 158
knowledge perspective 218

knowledge sharing 1, 6, 11, 15, 25-26, 28, 36-37, 40, 42, 44-45, 60, 62, 64-66, 75, 79-81, 84-85, 94-95, 99, 122-126, 128-132, 134-141, 149, 152, 155, 157, 166, 173, 189, 191, 193, 200-201, 213, 221, 231
 knowledge sharing 2.0 123, 125-126, 128-129, 131-132, 135, 141
 knowledge worker 39, 157-158
 KNOW network 200

L

late product differentiations 143
 Law of Least Effort 70, 81
 lean management 143
 Leverage the Long Tail 21, 42
 Linkedin 6, 68, 71, 74, 77-78, 86, 93, 95, 104
 Lotus Domino system 25

M

Market Team (MT) 24, 28-33, 36, 40
 mashups 1, 15, 41, 93, 100, 102
 Mass collaboration 1, 6, 11-12, 15, 91, 100
 Massively-Multiplayer Online Role-Playing Game (MMORPG) 10, 16
 Microsoft Hohm 214-216, 220-227
 middle management 142-143, 156, 158
 Millennials 2
 Monarchy Model of Information Politics 81
 Most Admired Knowledge Enterprises (MAKE) 11, 19, 21, 24-25, 27, 31, 39, 41, 48, 51, 55-57, 59, 63, 65-66, 69, 71-73, 76, 86, 91, 93-96, 98, 106, 125, 131, 134, 141, 145, 157-159, 165-166, 173, 185, 188, 194, 197, 200-201, 203-204, 206, 212, 218, 232
 MySpace 33, 77-78, 86, 90, 93, 95, 97, 166, 232

N

Network Effects 21, 36, 42, 124, 189, 202-203
 networks of professionals 104
 new knowledge perspectives 216
 Nissan Europe (NTCE) 201
 Nissan Japan (NML) 201
 Nissan South Africa (NSA) 201
 Nissan Thailand (NTCSEA) 201

O

Ontology 12, 114-115, 118, 120
 Open Innovation 1-2, 5-6, 11, 13, 15, 39
 Open Source 6, 60, 86, 91, 102, 228

Organization 2.0 1-7, 10-13, 15, 142-143
 organizational culture 25, 59, 85, 125, 137-138, 142, 148, 174, 189, 212
 organizational culture classification 189

P

Personal Digital Assistant (PDA) 16, 86
 Personal knowledge 16, 55
 Petroquis 179, 181, 185-186
 pod people 166
 potential usefulness 174, 178, 181, 184, 186
 process knowledge 146, 151-152, 154-155, 158
 project management 9, 30, 46, 123, 131, 164-170, 173, 175, 177-178, 180, 182, 187-189, 199, 211
 Project Management Institute (PMI) 165, 170-172, 174, 176-178, 181-182, 184-185, 187-189
 Project Management Office (PMO) 170-172

R

Radio Frequency Information Device (RFID) 143
 Rawdata 108
 Really Simple Syndication (RSS) 1, 16, 74, 84-86, 89-90, 93, 99-100, 102, 124, 165, 177, 180, 182, 202, 207
 reconciliation theory 156
 Renault-Nissan alliance (RNBV) 194, 196-198, 205, 207-208, 213
 Renault-Nissan Information Services (RNIS) 199
 Renault-Nissan Purchasing Organization (RNPO) 199
 renewed knowledge sharing practices 122
 required competence identification 104
 Resource-Based View (RBV) 63, 142, 162-163, 196
 Responsibility 45, 55, 58-59, 63, 209
 Return on Investment (ROE) 18, 59, 97, 195, 213
 Reusable Definition of Educational Objective (RD-CEO) 107-108, 118
 RSS feeds 74, 84-86, 89-90, 93, 99, 207

S

sanction mechanisms 217
 SCOR 151, 157
 SC processes 149, 152-153
 SECI model 156
 semantic web 12, 41, 104, 110
 Small and Medium Enterprise (SMEs) 7, 16, 142-143, 147
 Smart World 2, 12, 14
 Social Bookmarking 66, 74, 78, 80, 89-90, 101, 165

Index

social capital 1-2, 4, 6, 13-16, 122-123, 126-130, 135-141, 167
Social-CRAI model 103, 108-109, 112, 117
socialization 4, 6-8, 10, 16, 18, 130, 191, 215, 218-219, 222, 224-226
social media 2, 14, 32, 65, 68, 72, 74, 78, 81, 101, 203, 214-218, 220-227, 232
Social Networks (SNs) 1, 6, 9-10, 12, 35, 64-66, 68-82, 85-86, 93-105, 108-110, 117, 124, 126-127, 129, 134, 137, 139, 145, 149, 160, 165-166, 201-203, 206-207, 211, 213, 217-218, 232
social sciences 24, 122, 126, 142
Social Software 1, 15-16, 64-66, 71, 79-81, 101
stable shareholding 194
strategic alliance 190-191, 194, 196, 198-200, 204, 207-208
strategic key drivers 142, 149, 151
supplies synchronization 143
supply chain actors 147, 151
supply chain department 143, 148-150
supply chain knowledge characteristics 146, 148
Supply Chain Management (SCM) 7, 16, 142, 144, 157, 159-161, 163
supply chain objectives 146
supply chain performance 144, 150, 157, 159
Supply Chain (SC) 16, 142-163, 193, 199

T

tacit knowledge 4, 15-16, 19-20, 123-124, 137, 141, 143, 145-146, 154, 156, 173, 191, 193-194, 197, 201, 213-214, 218-220, 222-227
Tags 26, 42, 72-73, 84-86, 89-90, 92, 98, 124
Task Team (TT) 199
Taxonomy 72, 81, 86, 107, 110-115, 117, 120, 160
technical online communities 132
techno-centric 12
total quality management 152-153
transversal function 143-144, 158

U

Ubiquitous Internet 2
Unbounded Collaboration 17, 21, 35-37, 42
usefulness in the case 174
User-Generated Content 17, 21, 35-36, 38, 41-43

V

vertical keiretsu 191-192, 194-195, 199, 209, 213
Victoria University (VU) 73, 75
virtual communities 60, 68, 80, 128, 139, 220, 225-227, 229, 231-232
Virtual Environments 65, 68, 81, 220, 226-227
Virtual Reality (VR) 12
virtual teams 15, 28, 30, 34, 36, 161, 197
Vivo 176-178, 185-186

W

Washington Research Library Consortium (WRLC) 73-74
Web 1.0 81, 124, 202
Web 2.0 1-2, 4-9, 11, 13, 15-18, 20-43, 46, 64-65, 67-68, 70, 73, 75, 80-81, 84-90, 92-93, 99-102, 104, 122-126, 129-130, 132, 135-143, 164-168, 170-184, 187, 189-190, 199-203, 205-209, 211-213
Web 2.0 tools 25, 31, 67, 100, 122-126, 129-130, 135-136, 141, 168, 170-175, 177, 180-182, 190, 199-202, 205-207, 213
Web-Based Project Management 165, 169, 189
web-log (Blog) 7, 34, 68, 72, 77-79, 88-90, 93, 100-102, 166, 176-177, 179-180, 182, 202
Widgets 84-86, 89, 102, 124
Wikis 1, 7, 15, 18, 21, 25-38, 40-41, 44-63, 66, 74, 77-78, 80, 84-86, 91, 93, 99-102, 124, 137, 141, 165, 176-182, 184, 187, 202
Work-Wiki 50, 53, 55-56, 63

Z

zaibatsu 191-192