

# Index

## A

absorptive capacity 70  
agilent 51  
Air Force (AF) 104  
Air Force Materiel Command (AFMC)  
104  
APT2 29  
Australia 84

## B

balanced scorecard 25  
BEST 240  
best-practice knowledge 284  
beta test 4

## C

cafeteria monitors 17  
California Institute of Technology  
(Caltech) 1  
change management 316  
Chevron-Texaco 244  
chief information officer (CIO) 218  
chief knowledge officer 45  
China 157  
CITE 36

client-server solutions 329  
codification 250  
Colgate-Palmolive 242  
collaboration environment 191  
CoM 186  
communication 191, 280  
communities of practice 142, 169  
company strategy 145  
compulsory sharing 304  
computer-aided systems 191  
conceptual planning 189  
consulting 291, 317  
contractor constraint 7  
core competency 53  
core knowledge 322  
corporate culture 44, 253  
corporate document management  
(CDM) 348  
corporate governance 95  
corporate strategy 292  
critical success factor 289  
cultural boundaries 23  
culture 67, 131, 138, 156, 166, 296  
customer relationship management  
(CRM) 254  
customer relationship model (CRM)  
293

customer satisfaction 253  
customer-centric 251

## D

data quality 274  
data-oriented organizations 238  
decision making 328  
delivery unit (DU) 294  
Department of Defense (DoD) 105  
Deskbook 107  
Deskbook project 107  
developing country 249  
die- and mold-making companies  
(DMCs) 187  
dies 187  
directorate of requirements (DR) 105  
Dwivedi 334

## E

e-commerce 292  
e-mail 255, 348  
Egypt 38  
emergent knowledge processes (EKPs)  
3  
end-user training 330  
engineer productivity 351  
Engineering Consulting XYZ 139  
enterprise resource planning (ERP)  
74, 236  
experience 220  
explicit knowledge 90, 141, 299, 335  
explicit knowledge transfer 98  
external knowledge 147  
extrinsic vision 237

## F

feasibility assessment 5  
formal knowledge 165

## G

General Electric (GE) 294  
global delivery model (GDM) 294  
global learning 30  
global organization 23

governance 84  
gross domestic product (GDP) 130  
Gupta 342

## H

healthcare 328  
healthcare institutions (HIs) 330  
Hewlett Packard 51  
Hong Kong 279  
HS 279  
human resource management system  
(HRMS) 259  
human-oriented 285  
hypertext organization 168

## I

implicit knowledge 141  
in-house technology 301  
incentives 286  
informal knowledge 165  
information age 333  
information and communication tech-  
nologies (ICT) 328  
information center 158  
information exchange 165  
information quality 42  
information science 216  
information systems infrastructure 95  
information technology (IT) 216, 346  
Information Technology Advisory Group  
(ITAG) 217  
Infosys Technology, Limited 289  
innovation 297  
intellectual capital 215  
intellectual property 192  
interactive voice recognition (IVR) 255  
international monetary fund (IMF) 212  
Internet 253  
Internet solutions 38  
intranet 55  
intrinsic vision 237  
IS success model 73

## J

Jet Propulsion Laboratory (JPL) 1

JPL Universe 17

## K

KCRM 249  
 KM certified (KMC) 199  
 knowledge 188, 220, 255, 279  
 knowledge capture (KC) team 3  
 knowledge creation 146, 284  
 knowledge currency units (KCU) 302  
 knowledge database 336  
 knowledge dissemination 169  
 knowledge flow 295  
 knowledge life cycle 239  
 knowledge management (KM) 23, 39, 55, 66, 83, 130, 138, 165, 211, 279, 289, 315, 328  
 knowledge management framework 219  
 knowledge management initiatives 219  
 knowledge management maturity (KMM) model 305  
 knowledge management strategy 104, 138  
 knowledge management system (KMS) 4, 186, 315, 344  
 knowledge needs 83  
 knowledge resources 235  
 knowledge retention 317  
 knowledge reuse 141  
 knowledge share 133  
 knowledge sharing 158, 283, 299  
 knowledge spaces 195  
 knowledge taxonomy 301  
 knowledge transfer 141

## L

language 194  
 leadership 290  
 leadership support 110  
 learning 27, 139  
 learning organization 235  
 lessons learned project 107

## M

Marsh Inc. 24  
 memory 69

MindMap 194  
 mold conceptual planning 189  
 molds 187

## N

Nestlé USA 240  
 networks 147  
 New Zealand 211  
 Nonaka 342

## O

offer creation 189  
 OM 68  
 OMIS success model 41  
 operational data stores (ODS) 255  
 organization current knowledge design (OCKD) 337  
 organization structure 294  
 organizational culture 283  
 organizational knowledge 76  
 organizational knowledge sharing 155  
 organizational memory (OM) 40, 66, 344  
 organizational memory information system 36  
 organizational productivity 353  
 organizational structure 159, 253  
 orientation 60  
 outsource 104

## P

performance assessment 14  
 personalization 250  
 private finance initiative (PFI) 131  
 private knowledge spaces 195  
 productivity 344  
 professional services (PS) 36  
 project climate 130  
 project management 138  
 project management software 170  
 protected knowledge spaces 195  
 PSPD model 293

## R

rebuilding 53

redesign 190  
repository management 55  
Reserve Bank of New Zealand 211  
retiree participation 7  
rightsizing program 213  
risk management 25, 99

## **S**

site setup 134  
small and medium enterprises (SMEs)  
    186  
software development 291  
software maintenance 292  
software reengineering 292  
solution providers 332  
Sputnik 2  
staff 160  
stakeholders 333  
STDO 86  
stovepipe structure 273  
strategic decision making 69  
strategic decisions 66  
strategic leadership 70  
strategy development 115  
structured data 220  
system quality 41  
system usage 111

## **T**

tacit knowledge 91, 141  
tacit knowledge transfer 96  
Taylor Woodrow 131  
Tayweb 133  
Technical Help Desk (THD) 134  
technology 71  
timekeeping constraint 7  
training 59  
Trumpf Maschinen Austria (TAT) 165  
turnover 318

## **U**

United Arab Emirates (UAE) 38  
unstructured information 220  
user data 14

## **V**

vendor 276  
virtual schoolhouse 114

## **W**

We 337  
work distribution 170

## **X**

Xerox 243

## **Y**

Y2K 57, 292  
yellow pages 227  
Youngxin Paper Co., Ltd. 155