

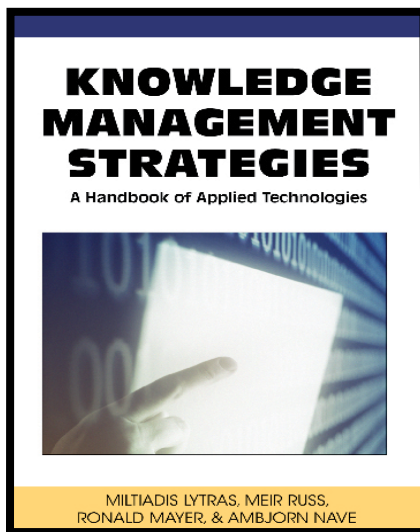
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## Knowledge Management Strategies: A Handbook of Applied Technologies



Edited by: Miltiadis D. Lytras, Athens University of Economics and Business, Greece, Meir Russ, University of Wisconsin, USA, Ronald Maier, Leopold-Franzens-University of Innsbruck, School of Management Information Systems, Austria, and Ambjörn Nave, Royal Institute of Technology

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**“This book provides practical guidelines for applied knowledge management through the discussion of specific technologies.”**

- Miltiadis D. Lytras, Athens University of Economics and Business, Greece

### Subject:

Knowledge Management; Human, Behavioral, and Social Aspects of Technology; Mobile Computing and Communication Technologies; Business/Management Information Technology and Systems; Information Security, Privacy, and Ethics

### Market:

This essential publication is for all academic research libraries, as well as those involved in knowledge management, information security, the benefits of effective knowledge management, and communication technologies. Academics, researchers, practitioners, and students with related interests will also find this publication useful.

We recognize knowledge management as a socio-technical phenomenon where the basic social constructs such as person, team, and organization require support from information communication technology applications. In an era of business transition, the effective management of knowledge is proposed as a strategy that effectively utilizes organizational intangible assets.

**Knowledge Management Strategies: A Handbook of Applied Technologies** provides practical guidelines for the implementation of knowledge management strategies through the discussion of specific technologies and taxonomies of knowledge management applications. A critical mass of some of the most sought-after research of our information technology and business world, this book proves an essential addition to every reference library collection.



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# Knowledge Management Strategies: A Handbook of Applied Technologies

Edited by: **Miltiadis D. Lytras**, Athens University of Economics and Business, Greece, **Meir Russ**, University of Wisconsin, USA, **Ronald Maier**, Leopold-Franzens-University of Innsbruck, School of Management Information Systems Austria, and **Ambjörn Naeve**, Royal Institute of Technology

## Table of Contents

### Chapter I: Knowledge-Based Strategies and Systems: A Systematic Review

Meir Russ, University of Wisconsin – Green Bay, USA

J. Greg Jones, Berea, Kentucky, USA

Jeannette K. Jones, American Intercontinental University – Online Campus, USA

### Chapter II: The Intellectual Capital Statements: Evolution and How to Get Started

Miltiadis D. Lytras, University of Patras, Greece

Leif Edvinsson, Lund University, Sweden & The Hong Kong

Polytechnic University, Hong Kong

Patricia Ordóñez de Pablos, Universidad de Oviedo, Spain

### Chapter III: Modeling Techniques for Knowledge Management

Hanno Schauer, University of Duisburg-Essen, Germany

Carola Schauer, University of Duisburg-Essen, Germany

### Chapter IV: Classifying Knowledge Maps: Typologies and Application Examples

Martin J. Eppler, University of Lugano (USI), Switzerland

### Chapter V: Knowledge Engines for Critical Decision Support

Richard J. Adler, DecisionPath, Inc., USA

### Chapter VI: Knowledge Management Strategy for Web 2.0 Integration

R. Todd Stephens, AT&T Corporation, USA

### Chapter VII: Knowledge Management and Organization Security Issues

James A. Sena, California Polytechnic State University, USA

### Chapter VIII: Enterprise Knowledge Management for Emergent Organizations: An Ontology-Driven Approach

Mariel Alejandra Ale, CIDISI, UTN – FRSF, Argentina

Omar Chiotti, INGAR, CONICET, Argentina

Maria Rosa Galli, INGAR, CONICET, Argentina

### Chapter IX: Implementing Communities of Practice to Manage Knowledge and Drive Innovation

Nicole M. Radziwill, National Radio Astronomy Observatory, USA

### Chapter X: The Hidden Deception of Knowledge Management Systems: Search, Rigidity, and Declining Radical Innovation

Michael J. Mannor, Michigan State University, USA

### Chapter XI: The Current Bottleneck of Knowledge Management and How Information Technology can be Successfully Used to Reduce It

Ricardo Salim, Cautus Networks Corporation, USA, & Software de Venezuela, S.A., Venezuela

Carlos Ferran, Pennsylvania State University, USA

### Chapter XII: A Framework for Introducing Knowledge Management in the Banking Sector: State of the Art and Empirical Results

Friedrich Roithmayr, Johannes Kepler University Linz, Austria

Kerstin Fink, University of Innsbruck, Austria

### Chapter XIII: Managing Interorganizational Networks

Nancy Linwood, DuPont, USA

Brian Langton, DuPont, USA

## About the Editors

**Miltiadis D. Lytras** is an assistant professor in the computer engineering and informatics department-CEID (University of Patras). His research focuses on Semantic Web, knowledge management and e-learning, with more than 100 publications in these areas. He has co-edited / co-edits, 25 special issues in International Journals (e.g. *IEEE Transaction on Knowledge and Data Engineering*, *IEEE Internet Computing*, *IEEE Transactions on Education*, *Computers in Human Behaviour*) and has authored/[co]edited 12 books [e.g. *Open Source for Knowledge and Learning management*, *Ubiquitous and Pervasive Knowledge Management*, *Intelligent Learning Infrastructures for Knowledge Intensive Organizations*, *Semantic Based Information Systems*]. He is the founder and officer of the Semantic Web and Information Systems Special Interest Group in the Association for Information Systems (<http://www.sigsemis.org>). He serves as the (co)editor in chief of 12 international journals [e.g. *International Journal of Knowledge and Learning*, *International Journal of Technology Enhanced Learning*, *International Journal on Social and Humanistic Computing*, *International Journal on Semantic Web and Information Systems*, *International Journal on Digital Culture and Electronic Tourism*, *International Journal of Electronic Democracy*, *International Journal of Electronic Banking*, *International Journal of Electronic Trade*] while he is associate editor or editorial board member in seven more.

**Meir Russ** received his PhD from The Ohio State University in strategic management, entrepreneurship, and international business. He also has an MBA and a BSCEE from Tel Aviv University. He is currently an associate professor with the University of Wisconsin, Green Bay. Dr. Russ currently teaches undergraduate and graduate classes in management and marketing. He also teaches a strategic emergency preparedness, planning and implementation class in the Certificate for Emergency Management Master of Administrative Science Program at UW-GB. His research interests include knowledge-based strategies, the use of knowledge management for hospital preparedness and the new-knowledge based economic development, among others. In addition to his academic focus, Dr. Russ serves in a consulting capacity with a number of multinational companies in the area of global strategic management and knowledge management.

**Ronald Maier** graduated from Johannes-Kepler-University of Linz (Austria), in management information systems. He holds a PhD in management information systems from The Koblenz School of Corporate Management - Otto Beisheim Graduate School of Management (WHU), Germany. His PhD thesis was on quality of data modelling (in German). He completed his habilitation at the University of Regensburg with the habilitation thesis "Knowledge Management Systems, Information and Communication Technologies for Knowledge Management." He worked as visiting assistant professor at the Terry College of Business, University of Georgia in Athens, GA from 1998-1999 and from 2002-2007 he was with the School of Business and Economics, Martin-Luther-University Halle-Wittenberg (Germany), and held a chair in MIS, Information Systems Leadership. Since February 2007, he is a university professor in information systems at the School of Management of the Leopold-Franzens-University of Innsbruck (Austria). He has published articles on knowledge management and knowledge management systems in a number of research journals, books, and conference proceedings. His research interests include data management and business intelligence, business process management, knowledge management and technology-enhanced learning.

**Ambjörn Naeve** ([www.nada.kth.se/~amb](http://www.nada.kth.se/~amb)) has a background in both mathematics and computer science and received his PhD in computer science from KTH (1993). With his Garden of Knowledge project (1996-98) he initiated the research on interactive learning environments at KTH, where he presently heads the Knowledge Management Research group (<http://kmr.nada.kth.se>). He is also the coordinator of research on interactive learning environments at the Uppsala Learning Lab at Uppsala University. Ambjörn Naeve is also a well-known industry consultant with extensive experience in conceptual modeling for software engineering and business applications. He is the inventor of Conzilla and has developed a conceptual modeling technique called Unified Language Modeling (<http://kmr.nada.kth.se/cm>), which is specially designed to depict conceptual relationships in a linguistically coherent way - i.e. to "draw how we talk about things".

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