Preface and Acknowledgments

We are living in interesting times characterized by increasing digitization of business enterprises in a global interconnected knowledge economy. With waning euphoria about the first wave of digital e-business enterprises and a sobering dot-com stock market, business model innovation is being recognized as the key enabler that can unleash value creation for new digital enterprises. Evidently, most such new age enterprises will be enabled by Internet-based and WWW-based communication and information technologies. However, enterprises that are ‘built to last’ and ‘built to work’ (see recent Fast Company cover story in March 2000 issue for details) will increasingly need to emphasize not only Wall Street analyst valuations, but also sustainable value-creation in terms of innovative and sustainable customer value propositions. In contrast to traditional factors of production, increasingly, knowledge assets and intellectual capital are expected to play a dominant role in determining both valuation and value-creation capabilities of most such new age enterprises. Not surprisingly, knowledge management for business model innovation is anticipated to be the mantra for survival, competence and success of pure play Net enterprises as well as relatively traditional brick-and-mortar enterprises faced with the challenge of transforming their business models into and beyond click-and-mortar companies.

This very timely compilation of latest knowledge, research and practices contributed by leading worldwide thinkers, experts and practitioners is anticipated to unravel some of the key aspects of knowledge management as the enabler of business model innovation. Covering technological, organizational, sociological, behavioral and economic issues related to the above theme, this book is divided into four sections. The first section discusses selected frameworks that can be used by managers and researchers for developing better understanding of knowledge management as the enabler of business model innovation. Covering technological, organizational, sociological, behavioral and economic issues related to the above theme, this book is divided into four sections. The first section discusses selected frameworks that can be used by managers and researchers for developing better understanding of knowledge management as the enabler of business model innovation.
of work toward knowledge-based organizations and knowledge work that characterize innovative business models of the digital economy. In this section, distinction between information management and knowledge management is explained, and themes of virtual organizations, virtual teams, communities of practice, and mobile work are discussed along with relevant case studies. The focus of the third section is on providing a comprehensive perspective of valuation of knowledge assets and intellectual capital for organizations contemplating or implementing innovative business models. Discussions and case studies in this section relate to valuation of knowledge assets and intellectual capital and are presented in the context of national economies, corporations, virtual organizations, and inter-organizational partnerships. The last section provides in-depth appreciation of the organizational, behavioral, and technological aspects of knowledge management as the enabler of business model innovation. Emphasis of this section is on developing better integration of tools and technologies of knowledge management with the philosophical, behavioral, and organizational underpinnings of successful business model innovation as demonstrated in exemplary practitioner case studies.

The articles in this book represent a small percentage of about 150 articles and proposals that were selected through multiple phases of editorial review as well as double-blind, peer-review process. More than 100 leading experts, scholars, and practitioners located in various countries around the world collaborated 'virtually' through the Internet and WWW from the beginning to the completion of this knowledge aggregation, validation, sharing, compilation, and dissemination process. Those interested in complementary perspectives on knowledge management may also like to peruse the companion book, Knowledge Management and Virtual Organizations (April 2000, Idea Group Publishing), and journal special issues including Information Strategy: The Executive's Journal thematic issue on Knowledge Management and Information Strategy (vol. 16, no. 4, Summer, 2000), Journal of Global Information Management thematic issue on Knowledge Management in e-Economy (vol. 8, no. 3, 2000) and Information Resources Management Journal thematic issue on Knowledge Management and Virtual Organizations (vol. 13, no. 1, 2000).

Chapter I, VII, XIV and XIX are reprinted with permission from Information Strategy, The Executive’s Journal, Summer 2000; Knowledge Management for the Information Professional, K. Srikantaiah and M.E.D. Koenig (Eds.), Medford, NJ: Information Today Inc., 2000; Journal of Global Information Management special issue on Global Knowledge Management, Jul-Sep, 2000; and Challenges of Information
Technology Management in the 21st Century, Proceedings of the Information Resources Management Association International Conference (Knowledge Management Track), May 21-24, 2000, respectively.

Most of the authors of chapters included in this book also served as referees for articles written by other authors. Constructive and comprehensive reviews of the editors, authors and reviewers are gratefully acknowledged. Specific contributions of outstanding reviewers were acknowledged in the complementary volume, Knowledge Management and Virtual Organizations. Over its year-and-a-half-long duration, this project received support in terms of generous allocation of on-line and off-line Internet, WWW, hardware and software resources; technical and personnel communication infrastructure; and other editorial support services from @Brint.com: The BizTech Network (www.brint.com), the hub of the Knowledge Management Think Tank (forums.brint.com), the Knowledge Executives Network and the WWW Virtual Library of Knowledge Management (km.brint.com). Thanks are also due to the publishing and production team at Idea Group Publishing for their assistance in the production of the printed volume.

This book is dedicated to my wife, Meenakshi, and daughter Anjali, whose faith and understanding sustained the enthusiasm for the extended commitment required for successful completion of this project.

Cordially,

Dr. Yogesh Malhotra, PhD, MBA, BE (Honors), CDP, C Eng
Founding Chairman & Chief Knowledge Architect, @Brint.com: The BizTech Network (www.brint.com)
Founder, Knowledge Management Think Tank (forums.brint.com)
Founder, WWW Virtual Library on Knowledge Management (km.brint.com)
e-mail: yogesh.malhotra@brint.com

1 This volume complements the earlier title, Knowledge Management and Virtual Organizations (Ed. Malhotra, Y., Idea Group Publishing, Hershey, PA, April 2000) that primarily focused on knowledge management as an enabler of ‘anytime, anywhere, anyhow’ virtual organizations and communities of practice.