CHAPTER 29
Trust and Knowledge Management: The Seeds of Success .................................. 553
Dianne Ford

CHAPTER 30
Why Knowledge Management Systems Fail: Enablers and Constraints
of Knowledge Management in Human Enterprises ...................................... 577
Yogesh Malhotra

CHAPTER 31
Identifying and Transferring Internal Best Practices .................................... 601
Carla O'Dell and C. Jackson Grayson

CHAPTER 32
Strategic Knowledge Managing in the Context of Networks .............................. 623
Sven Carlsson

Keyword Index ...................................................................................................... 651

VOLUME 2: KNOWLEDGE DIRECTIONS

Preface ............................................................................................................. VII
Contributors to Volume 2 .................................................................................. XXI

PART V. TECHNOLOGIES FOR KNOWLEDGE MANAGEMENT

CHAPTER 33
Tracking the Role and Evolution of Commercial
Knowledge Management Software ................................................................... 5
Eric Tsui

CHAPTER 34
Technologies for Knowledge Storage and Assimilation ................................... 29
Dan O'Leary

CHAPTER 35
Knowledge Processes and Meta Processes in Ontology-Based
Knowledge Management .................................................................................. 47
Steffan Staab, Rudi Studer, and York Sure

CHAPTER 36
Technology for Acquiring and Sharing Knowledge Assets ............................... 69
Geoffrey Malafsky
CHAPTER 37
Knowledge Searching and Services ...................................................... 85
Susan Conway

CHAPTER 38
Technologies for Knowledge Distribution ............................................ 109
Paul Gray and Sean Tehrani

CHAPTER 39
Peer-to-Peer Knowledge Management ............................................... 129
Ajana Susarla, De Liu, and Andrew Whinston

CHAPTER 40
Technologies for Knowledge Derivation .............................................. 141
Dan Davenport and Mark Sena

CHAPTER 41
Knowledge Discovery and Data Mining .............................................. 157
Chih-Ping Wei, Selwyn Piramuthu, and Michael J. Shaw

PART VI. OUTCOMES OF KNOWLEDGE MANAGEMENT

CHAPTER 42
The Dynamic Capabilities of Firms: An Introduction ............................. 195
David Teece and Gary Pisano

CHAPTER 43
The Knowledge Chain for Competitiveness ........................................ 215
Clyde. W. Holsapple and Meenu Singh

CHAPTER 44
Achieving Knowledge Management Outcomes .................................. 253
Carla O'Dell, Susan Elliot, and Cindy Hubert

CHAPTER 45
Exploiting Knowledge for Productivity Gains .................................... 289
Adriaan Jooste and Karl Wiig

CHAPTER 46
Knowledge Management and Agility .................................................. 309
Rick Dove

CHAPTER 47
An Atlas for Knowledge Innovation: Migration from Business Planning.... 331
Debra M. Amidon and Darius Mahdjoubi
CHAPTER 48
Valuing the Knowledge Management Function ........................................... 353
Heather Smith and James McKeen

CHAPTER 49
A Guide for Measuring the Value of KM Investments ......................... 369
Susan Hanley and Geoffrey Malafsky

PART VII. KNOWLEDGE MANAGEMENT IN ACTION

CHAPTER 50
Knowledge Management in Organizations:
The State of Current Practice ............................................................... 395
Heather Smith and James McKeen

CHAPTER 51
Successful KM Implementations: A Study of Best Practice Organizations . 411
Carla O’Dell, Farida Hasanali, Cindy Hubert, Kimberly Lopez,
Peggy Odem, and Cynthia Raybourn

CHAPTER 52
The Knowledge Strategy Process ......................................................... 443
Rob van der Spek, Josef Hofer-Alfeis, and Jan Kingma

CHAPTER 53
The Force of Knowledge: A Case Study of KM Implementation
in the Department of Navy ................................................................. 467
Dan Porter and Alex Bennet

CHAPTER 54
From Inventions Management to Intellectual Capital Management
at Dow Chemical Company: A 100+ Year Journey ............................. 489
Sharon Oriel

CHAPTER 55
Driving Knowledge Management at Ford ......................................... 501
Dar Wolford and Stan Kwiecien

CHAPTER 56
Managing Intellectual Capital at Cisco .............................................. 511
Thomas Kelly and Diane Bauer

CHAPTER 57
Transforming Theory into Fact: Hands-On Knowledge Management
Initiatives Built on a Reinsurer’s Pile of Junk ....................................... 533
Arthur DeTore and Jennifer Balliet-Milholland
CHAPTER 58
Knowledge Flow through a Military Joint Task Force Operation ............... 549
Mark Nissen

CHAPTER 59
Building a Knowledge Management Foundation
at Microsoft Consulting Services .................................................. 565
Susan Conway

PART VIII. THE KNOWLEDGE MANAGEMENT HORIZON

CHAPTER 60
Knowledge Management Education: An Overview of Programs
and Instruction ............................................................................. 581
Steven Ruth, Virgil Frizzell, and Nancy Shaw

CHAPTER 61
Evolving Business Forms for the Knowledge Economy ...................... 605
Verna Allee

CHAPTER 62
Designing the Knowledge Organization of the Future:
The Intelligent Complex Adaptive System ....................................... 623
Alex Bennet and Dave Bennet

CHAPTER 63
Commercialization: The Next Phase of Knowledge Management ......... 639
David Skyrme

CHAPTER 64
The Convergence of Electronic Business and Knowledge Management .. 657
Clyde W. Holsapple and Meenu Singh

CHAPTER 65
The Curious Success of Knowledge Management ................................ 679
Alan Kay

Keyword Index ................................................................................ 689
Handbook on Knowledge Management 2
Knowledge Directions
Holsapple, C. (Ed.)
2003, XXXVIII, 738 p., Hardcover
ISBN: 978-3-540-43848-9