

Best Practices For Knowledge Workers Innovation In Adaptive Case Management

A new economy is emerging. An economy that is transforming the fundamental rules of business. An economy based on exploiting knowledge and innovation. An economy where knowledge is the main source of wealth for regions, nations, enter prises and people. This new economy is based on economic values far removed from those of the industrial economy. Value has shifted towards intangibles and in particular towards increasing value by incorporating knowledge into services and products. The advent of this new economy is rapidly changing the role and structure of global business. Winning enterprises are those best able to harness the benefits and opportunities of information and communication technology, capitalize on their knowledge base and move at the speed of the market. Knowledge management lies at the heart of the European Community's competitiveness strategy. The European Commission facilitates and supports applied research in knowledge management through its Information Society Technologies (IST) programme, a major theme of research and technological development within the European Union's Research and Technology Development Framework Programme. Specifically, the New Methods of Work and Electronic Commerce action of the 1ST programme supports long-term applied research in areas combining technological innovation with new work practices and advanced business and work models. Emerging business models, value configurations, and information technologies interact over time to create competitive advantage. Modern information technology has to be studied, understood, and applied along the time dimension of months and years, where changes are the rule. Such changes created by interactions between business elements and resources are very well suited for system dynamics modeling. Business Dynamics in Information Technology presents business-technology alignment processes, business-technology interaction processes, and business-technology decision processes, serving the purpose of helping the reader study information technology from a dynamic, rather than a static, perspective. By introducing two simple tools from system dynamic modeling - causal loops and reference modes - the dynamic perspective will become important to both students and practitioners in the future.

The first organizational book inspired by the culinary world, taking mise-en-place outside the kitchen. Every day, chefs across the globe churn out enormous amounts of high-quality work with efficiency using a system called mise-en-place--a French culinary term that means "putting in place" and signifies an entire lifestyle of readiness and engagement. In Work Clean, Dan Charnas reveals how to apply mise-en-place outside the kitchen, in any kind of work. Culled from dozens of interviews with culinary professionals and executives, including world-renowned chefs like Thomas Keller and Alfred Portale, this essential guide offers a simple system to focus your actions and accomplish your work. Charnas spells out the 10 major principles of mise-en-place for chefs and non chefs alike: (1) planning is prime; (2) arranging spaces and perfecting movements; (3) cleaning as you go; (4) making first moves; (5) finishing actions; (6) slowing down to speed up; (7) call and callback; (8) open ears and eyes; (9) inspect and correct; (10) total utilization. This journey into the world of chefs and cooks shows you how each principle works in the kitchen, office, home, and virtually any other setting.

Landmarks of Tomorrow forecasts changes in three major areas of human life and experience. The first part of the book treats the philosophical shift from a Cartesian universe of mechanical cause to a new universe of pattern, purpose, and process. Drucker discusses the power to organize men of knowledge and high skill for joint effort and performance as a key component of this change. The second part of the book sketches four realities that challenge the people of the free world: an educated society, economic development, the decline of government, and the collapse of Eastern culture. The final section of the book is concerned with the spiritual reality of human existence. These are seen as basic elements in late twentieth-century society. In his new introduction, Peter Drucker revisits the main findings of Landmarks of Tomorrow and assesses their validity in relation to today's concerns. It is a book that will be of interest to sociologists, economists, and political theorists.

Working Knowledge
Concepts, Methodologies, Tools and Applications
Knowledge Management in Theory and Practice, third edition
Ethical Issues and Social Dilemmas in Knowledge Management: Organizational Innovation

Lost Knowledge
New Ways to Leverage Case Management
Knowledge Workers A Complete Guide - 2019 Edition
Empowering Knowledge Workers describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategists, and many others who have to think for a living. These are people who figure out what needs to be done, at the same time that they do it, and a new approach to support this kind of worker presents the logical starting point for understanding how to take advantage of ACM.

Provides comprehensive, in-depth coverage of all issues related to knowledge management, including conceptual, methodological, technical, and managerial issues. Presents the opportunities, future challenges, and emerging trends related to this subject.
The Fraunhofer Competence Center Knowledge Management presents in this second edition its up-dated and extended research results. In doing so it describes best practices in knowledge management from leading companies and shows how to integrate such activities into the daily business tasks and processes, how to motivate people and which capabilities and skills are required. It concludes with an overview of the leading knowledge management projects in several European countries.

This book constitutes revised papers from the eight International Workshops held at the 16th International Conference on Business Process Management, BPM 2018, in Sydney, Australia, in September 2018; BPI 2018: 14th International Workshop on Business Process Intelligence; BPMS2 2018: 11th Workshop on Social and Human Aspects of Business Process Management; PODS4H 2018: 1st International Workshop on Process-Oriented Data Science for Healthcare; AI4BPM 2018: 1st International Workshop on Artificial Intelligence for Business Process Management; CCBPM 2018: 1st International Workshop on Emerging Computing Paradigms and Context in Business Process Management; BP-Meet-IT / PQ 2018: Joint Business Processes Meet the Internet-of-Things and Process Querying Workshop; DeHMIMoP 2018: 1st Declarative/Decision/Hybrid Mining and Modelling for Business Processes Workshop; REBM-EdForum 2018: Joint Requirements Engineering and Business Process Management Workshop and Education Forum The 45 full papers presented in this volume were carefully reviewed and selected from 90 submissions.

Technologies and Techniques
The View from Inside
Knowledge Asset Management
ECKM2007-Proceedings of the 8th European Conference on Knowledge Management
Organizational Innovation
Innovation in Adaptive Case Management
Thriving on Adaptability
Insider's view of how public sector employees can drive successful knowledge management initiatives and counter resistance.
Chock-full of valuable tips, techniques, illustrative real-world examples, exhibits, and best practices, this handy and concise paperback will help you stay up to date on the newest thinking, strategies, developments and technologies in knowledge management. Order your copy today!
Best Practices for Knowledge Workers describes ACM in the current era of digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. You will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent automation, where technology doesn't merely replace human decision-making but extends the reach of the knowledge worker; making IoT data actionable. As Sandy Kemeley points out in her foreword: "As adaptive case management (ACM) systems mature, we are moving beyond simple systems that allow knowledge workers to define ad hoc processes, to creating more intelligent systems that support and guide them. Knowledge workers still need to dynamically add information, define activities and collaborate with others in order to get their work done, but those are now just the table stakes in a world of big data and intelligent agents. To drive innovation and maintain operational efficiencies, we need to augment case work - typically seen as relying primarily on human intelligence - with machine intelligence. In other words, we need intelligent ACM. Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. In award-winning case studies covering industries as diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows these ground-breaking best-sellers on ACM; Thriving on Adaptability, Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews.
Annotation This book applies stages of growth model for knowledge management technology, where firms develop from the person-to-tools strategy, via the person-to-person strategy and the person-to-documents strategy.

Concepts, Methodologies, Tools, and Applications
Environmental Business Development
Knowledge Management Practice in Organizations: The View from Inside
Encyclopedia of Communities of Practice in Information and Knowledge Management
Landmarks of Tomorrow

Knowledge Management Systems in Law Enforcement: Technologies and Techniques
Next Generation Portal Solutions for Dynamic Information Access, Better Decision Making, and Maximum Results

This is a solution-oriented book to address one of the most pressing management problems of the coming years: How do organizations transfer the critical expertise and public sector development and business organization in the globalized environment. This book features selected peer-reviewed articles from the EBIS conference in Istanbul, where over 270 papers were presented by 478 researchers from 56 countries.

Learn how to manage a modern data stack and get the most out of data in your organization! Thanks to the emergence of new technologies and the explosion of data in recent years, we need new practices for managing and getting value out of data. In the modern, data driven competitive landscape the "best guess" approach--reading blog posts here and there and patching together data practices without any real visibility--is no longer going to hack it. The Informed Company provides definitive direction on how best to leverage the modern data stack, including cloud computing, columnar storage, cloud ETL tools, and cloud BI tools. You'll learn how to work with Agile methods and set up processes that's right for your company to use your data as a key weapon for your success. . . You'll discover best practices for every stage, from querying production databases at a small startup all the way to setting up data marts for different business lines of an enterprise. In their work at Chartio, authors Fowler and David have learned that most businesspeople are almost completely self-taught when it comes to data. If they are using resources, those resources are outdated, so they're missing out on the latest cloud technologies and advances in data analytics. This book will firm up your understanding of data and bring you into the present with knowledge about what works and what doesn't. Discover the data stack strategies that are working for today's successful small, medium, and enterprise companies Learn the different Agile stages of data organization, and the right one for your team Learn how to maintain Data Lakes and Data Warehouses for effective, accessible data storage Gain the knowledge you need to architect Data Warehouses and Data Marts Understand your business's level of data sophistication and the steps you can take to get to "level up" your data The Informed Company is the definitive data book for anyone who wants to work faster and more nimbly, armed with actionable decision-making data.

How do knowledge workers respond to market changes and models? Are there any constraints known that bear on the ability to perform knowledge workers work? How is the team addressing them? What are the knowledge workers investment costs? What vendors make products that address the knowledge workers needs? Who should resolve the knowledge workers issues? Defining, designing, creating, and implementing a process to solve a challenge or meet an objective is the most valuable role... In EVERY group, company, organization and department. Unless you are talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions and step back and say, "What are we really trying to accomplish here? And is there a different way to look at it?" This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CxO etc... - they are the people who rule the future. They are the person who asks the right questions to make Knowledge Workers investments work better. This Knowledge Workers All-Inclusive Self-Assessment enables You to be that person. All the tools you need to in-depth Knowledge Workers Self-Assessment. Featuring 926 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Knowledge Workers improvements can be made. In using the questions you will be better able to: -diagnose Knowledge Workers projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in Knowledge Workers and process design studies into practice according to best practice guidelines Using a Self-Assessment tool known as the Knowledge Workers Scorecard, you will develop a clear picture of which Knowledge Workers areas need attention. Your purchase includes access details to the Knowledge Workers self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next. You will receive the following documents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF. This criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Knowledge Workers Checklists - Project management checklists and templates to assist with implementation INCLUDING LIFETIME SELF-ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

Winning Knowledge Management Strategies for the Public Sector
Business Process Management Workshops

Empowering Knowledge Workers
Introduction to Evidence-Based Practice in Nursing and Health Care
Strategic Knowledge Management Technology
Essentials of Knowledge Management

The Second Edition of this best-selling text has been completely revised and updated with new insights, evidence, and references throughout every chapter. There are two new chapters -- Evidence-Based Regulation and Evidence-Based Leadership -- that expand on concepts and examine the framework of evidence-based management. Written by a team of highly respected authorities on management and organizational behaviour, this core textbook is grounded in an extensive body of international research and analysis that demonstrates that knowledge work depends primarily on the behaviours, attitudes and motivations of those who undertake and manage it and not simply on the implementation of information systems technology. Throughout the book, engaging case studies and role plays demonstrate the range of perspectives that can be applied to knowledge work, and the organisational conditions under which it can be managed effectively. This book is essential reading for undergraduate and postgraduate students on modules covering Knowledge Management, and ideal for modules in Human Resource Management and Organisational Studies. New to this Edition... Updated case studies based on the latest research and with international reach - Enhanced learning and teaching tools to help students understand important concepts - A new companion website with lecturer resources
Adaptive Case Management is ultimately about allowing knowledge workers to work the way that they want to work and to provide them with the tools and information they need to do so effectively. Surentra Reddy points out in his Foreword: "Imagine a fully integrated ACM system layered into the value stream of an enterprise. The customer support team is able to focus on customer needs, with easy access to the entire company's repertoire of knowledge, similar cases, information, and expertise, as if it were a service. To truly accommodate customers, companies must vest real power and authority in the people and systems that interact directly with customers, at the edge of the organization and beyond. ACM empowers the knowledge worker to collaborate, derive new insights, and fine tune the way of doing business by placing customers right in the center where they belong, to drive innovation and organizational efficiencies across the global enterprise. "It's a whole different thing: a new way of doing business that enables organizations to literally become one living-breathing entity via collaboration and adaptive data-driven biological-like operating systems. "ACM, in my opinion, is the future blueprint for the way of doing business. " Thriving on Adaptability describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategists and many others who have to think for a living. These are people who figure out what needs to be done at the same time that they do it. In award-winning case studies covering industries as diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you have instructive examples to optimize your own organization. This important book follows the ground-breaking best-sellers in this series; "Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done," and "Mastering the Unpredictable." Thriving on Adaptability: Table of Contents Foreword ACM 2.0: Decoding the Business Genome. The power of Data-Driven Adaptive Case Management. Contextual Reasoning, and Machine Learning Surentra Reddy Thriving on Adaptability, Introduction and Overview Layna Fischer, Future Strategies Inc. Part 1: About Case Management " My Sandbox, Your Sandbox Keith D Swenson " Understanding and Evaluating Case Management Software Nathaniel G Palmer and Lloyd Dugan " Ontology-based ACM - The Need for Truly Adaptive Systems Jürgen Kress, Clemens Utshig-Utschig, Hajo Normann, Torsten Winterberg " Combining Community with Flexibility: Real Life experiences from Norwegian Public Sector Heile Frisak Sem, Steinar Carlsen, Gunnar John Coll " Justice is Served through Production Case Management John T. Matthias " Using Process Mining to Improve Adaptive Case Management Processes Dr. William A. Branley " Analyzing Communication Capabilities of CM/ACM Systems, with the help of Language/Action perspective Ila Bider " Enterprise as a System of Processes Alexander SAMARIN " Part 2: Real-World Award-Winning Case Studies "Cognacore, an ACM-based System for Oncology " " Crawford & Company, United States " " Infosys McCamish Systems, USA " " JurShare - Contract Generation System " " The National Police Immigration Service, Norway " " The Office of Secretary to Govt of Federation of Nigeria " " Pershing LLC, a BNY Mellon Company, USA " " Stargate of Hawaii, Department of Human Services, USA " " State of Maine, USA " " The Antwerp Port Authority, Belgium " " TIAA-CREF, USA " " WESTMED Practice Partners, USA " " This encyclopedia will give readers insight on how other organizations have tackled the necessary means of sharing knowledge across communities and functions" -- Provided by publisher.

How Organizations Manage What They Know

The Informed Company
Work Clean

If Only We Knew What We Know
Knowledge Management
Stealth KM

Tools, Methods, and Approaches to Drive Organizational Performance

The marketplace is fueled by knowledge. Yet organizing systematically to leverage knowledge remains a challenge. Leading companies have discovered that technology is not enough, and that cultivating communities of practice is the keystone of an effective knowledge strategy. Communities of practice come together around common interests and expertise- whether they consist of first-line managers or customer service representatives, neurosurgeons or software programmers, city managers or home-improvement amateurs. They create, share, and apply knowledge within and across the boundaries of teams, business units, and even entire companies-providing a concrete path toward creating a true knowledge organization. In Cultivating Communities of Practice, Etienne Wenger, Richard McDermott, and William M. Snyder argue that while communities form naturally, organizations need to become more proactive and systematic about developing and integrating them into their strategy. This book provides practical models and methods for stewarding these communities to reach their full potential-without squelching the inner drive that makes them so valuable. Through in-depth cases from firms such as DaimlerChrysler, McKinsey & Company, Shell, and the World Bank, the authors demonstrate how communities of practice can be leveraged to drive overall company strategy, generate new business opportunities, tie personal development to corporate goals, transfer best practices, and recruit and retain top talent. They define the unique features of these communities and outline principles for nurturing their essential elements. They provide guidelines to support communities of practice through their major stages of development, address the potential downsides of communities, and discuss the specific challenges of distributed communities. And they show how to recognize the value created by communities of practice and how to build a corporate knowledge strategy around them. Essential reading for any leader in today's knowledge economy, this is the definitive guide to developing communities of practice for the benefit-and long-term success-of organizations and the individuals who work in them. Etienne Wenger is a renowned expert and consultant on knowledge management and communities of practice in San Juan, California. Richard McDermott is a leading expert of organization and community development in Boulder, Colorado. William M. Snyder is a founding partner of Social Capital Group, in Cambridge, Massachusetts.

Organizational Learning and Knowledge: Concepts, Methodologies, Tools and Applications demonstrates exhaustively the many applications, issues, and techniques applied to the process of recording, categorizing, using and learning from the experiences and expertise acquired by the modern organization. A much needed collection, this multi-volume reference presents the theoretical foundations, research results, practical case studies, and future trends to both inform the decisions facing today's organizations and the establish fruitful organizational practices for the future. Practitioners, researchers, and academics involved in leading organizations of all types will find useful, grounded resources for navigating the ever-changing organizational landscape.

Far beyond simple data archives and streamlined access, enterprise knowledge portals represent the future of corporate information management. Seamlessly interweaving three essential principles -- people, content, and technology -- an effective portal is the ultimate roadmap to every conceivable permutation of the components in a business's landscape.This prescient, authoritative book is a vital reference for anyone concerned with harvesting, creating, distributing, or analyzing company information. HR executives and IT professionals will learn not only how to create the atlas to their company's universe but also how to define and assign the roles and responsibilities that will ensure long-term efficacy and relevance. Companies will have the ability to: " Build technology around knowledge requirements, not the other way around" Customize desktop access around individual requirements and workstyles" Make better decisions as a result of quick access to crucial information" Maximize speed, efficiency, accuracy, and flexibility of knowledge transfer.

This book combines knowledge management with other subject areas within the management information systems field using contingent approaches to linking knowledge management to other IT management topics and its uses.

Concepts and Best Practices

A Handbook for Scaling Up Solutions through Knowledge Capturing and Sharing

Best Practices for Knowledge Workers

An Integrated Approach

Business Dynamics in Information Technology

How to Build Modern Agile Data Stacks that Drive Winning Insights

Beyond the Process-centred and Product-centred Approaches

While companies search the world over to benchmark best practices, vast treasure troves of knowledge and know-how remain hidden right under their noses: in the minds of their own employees, in the often unique structure of their operations, and in the written history of their organizations. Now, acclaimed productivity and quality experts Carla O Dell and Jack Grayson explain for the first time how applying the ideas of Knowledge Management can help employers identify their own internal best practices and share this intellectual capital throughout their organizations. Knowledge Management (KM) is a conscious strategy of getting the right information to the right people at the right time so they can take action and create value. Basing KM on three major studies of best practices at one hundred companies, the authors demonstrate how managers can utilize a universal process model to actually transfer best practices from one business unit of the organization to another. Rich with case studies, concrete examples, and revealing anecdotes from companies including Texas Instruments, Amoco, Buckman, Chevron, Sequent Computer, the World Bank, and USAA, this valuable guide reveals how knowledge treasure chests can be unlocked to reduce product development cycle time, implement more cost-efficient operations, or create a loyal customer base. Finally, O Dell and Grayson present three "value propositions" built around customer, products, and operations that could result in staggering payoffs as they did at the companies cited above. No amount of knowledge or insight can keep a company ahead if it is not properly distributed where it's needed. Entirely accessible and immensely readable, If Only We Knew What We Know is a much-needed companion for business leaders everywhere.

"This book considers ethical issues and social dilemmas at two levels: the individual vs. individual and the individual vs. the collective, providing a thorough treatment of these facets and demonstrating the philosophical underpinnings of each dimension of knowledge management"--Provided by publisher.
Best Practices for Knowledge WorkersInnovation in Adaptive Case ManagementFuture Strategies Inc.

Best Practices for Knowledge Workers describe ACM, in non-technical terms, in the current era of digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. Business readers will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent automation, where technology doesn't merely replace human decision-making but extends the reach of the knowledge worker; making IoT data actionable. Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. In award-winning case studies covering industries as diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows these ground-breaking best-sellers on ACM; Thriving on Adaptability, Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews

Best Practices for Knowledge Workers: Innovation in Adaptive Case Management

Managing Knowledge Work and Innovation
10th IFIP WG 5.5 Working Conference on Virtual Enterprises, PRO-VE 2009, Thessaloniki, Greece, October 7-9, 2009, Proceedings

A Report on the New
Enterprise Knowledge Portals
Confronting the Threat of an Aging Workforce

A Guide to Managing Knowledge
Aimed at students and practitioners in knowledge management across a range of sectors, this book addresses the problems of managing knowledge and the needs of knowledge workers, as well as providing coverage of theoretical debates and best practice in knowledge management.

This volume offers a simple, systematic guide to creating a knowledge sharing practice in your organization. It shows how to build the enabling environment and develop the skills needed to capture and share knowledge gained from operational experiences to improve performance and scale-up successes. Its recommendations are grounded on the insights gained from the past seven years of collaboration between the World Bank and its clients around the world--ministries and national agencies operating in various sectors--who are working to strengthen their operations through robust knowledge sharing. While informed by the academic literature on knowledge management and organizational learning, this handbook's operational background and many real-world examples and tips provide a missing, practical foundation for public sector officials in developing countries and for development practitioners. However, though written with a public sector audience in mind, the overall concepts and approaches will also hold true for most organizations in the private sector and the developed world.

This book is open access under a CC BY-NC 3.0 IG license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible "chunks," it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; "cheat sheets" that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing countries.

This book presents research and trends in using knowledge management to aid police activities. Ideas are presented to bring knowledge to bear in law enforcement, and prepare police officers for a more knowledge-intensive field.

Retaining Today's Knowledge for Tomorrow's Work Force

Knowledge Management Systems: Value Shop Creation

Knowledge Solutions
E-Business Strategy, Sourcing and Governance
The Knowledge Work Factory: Turning the Productivity Paradox into Value for Your Business

Organizational Learning and Knowledge: Concepts, Methodologies, Tools and Applications

Collaborative Networks A Tool for Promoting Co-creation and Innovation The collaborative networks paradigm offers powerful socio-organizational mechanisms, supported by advanced information and communication technologies for p-moting innovation. This, in turn, leads to new products and services, growth of better customer relationships, establishing better project and process management, and building higher-performing consortia. By putting diverse entities that bring different perspectives, competencies, practices, and cultures, to work together, collaborative networks develop the right environment for the emergence of new ideas and more efficient, yet practical, solutions. This aspect is particularly important for small and medium enterprises which typically lack critical mass and can greatly benefit from participation in co-innovation networks. However, larger organizations also benefit from the challenges and the diversity found in collaborative ecosystems. In terms of research, in addition to the trend identified in previous years toward a sounder consolidation of the theoretical foundation in this discipline, there is now a direction of developments more focused on modeling and reasoning about new c- laboration patterns and their contribution to value creation. "Soft issues," including social capital, cultural aspects, ethics and value systems, trust, emotions, behavior, etc. continue to deserve particular attention in terms of modeling and reasoning. Explor-tion of new application domains such as health care, education, and active aging for retired professionals also help identify new research challenges, both in terms of m-eling and ICT support development.

A new, thoroughly updated edition of a comprehensive overview of knowledge management (KM), covering theoretical foundations, the KM process, tools, and professions. The ability to manage knowledge has become increasingly important in today's knowledge economy. Knowledge is considered a valuable commodity, embedded in products and in the tacit knowledge of highly mobile individual employees. Knowledge management (KM) represents a deliberate and systematic approach to cultivating and sharing an organization's knowledge base. This textbook and professional reference offers a comprehensive overview of the field. Drawing on ideas, tools, and techniques from such disciplines as sociology, cognitive science, organizational behavior, and information science, it describes KM theory and practice at the individual, community, and organizational levels. Chapters cover such topics as tacit and explicit knowledge, the theoretical modeling of KM, the KM cycle from knowledge capture to knowledge use, KM tools, KM assessment, and KM professionals. This third edition has been completely revised and updated to reflect advances in the dynamic and emerging field of KM. The specific changes include extended treatment of tacit knowledge; integration of such newer technologies as social media, visualization, mobile technologies, and crowdsourcing; a new chapter on knowledge continuity, with key criteria for identifying knowledge at risk; material on how to identify, document, validate, share, and implement lessons learned and best practices; the addition of new categories of KM jobs; and a new emphasis on the role of KM in innovation. Supplementary materials for instructors are available online.

"This book is based on the premise that it is difficult, if not impossible, to manage a modern business or public organization without at least some knowledge of the planning, use, control and benefits of information technology"--Provided by publisher.

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.

Value Shop Creation

Becoming a Knowledge-Sharing Organization

A Handbook of Applied Technologies

The Transfer of Internal Knowledge and Best Practi

Knowledge Management Strategies: A Handbook of Applied Technologies

BPM 2018 International Workshops, Sydney, NSW, Australia, September 9-14, 2018, Revised Papers

Leveraging Knowledge for Innovation in Collaborative Networks

Unlock your company's true potential by innovating knowledge work waste that's hiding in plain sight. Back in 1987, Nobel laureate Robert Solow quipped, "You can see the computer age everywhere but in the productivity statistics." This costly condition soon became known as the "productivity paradox." Why does it persist today? Why do knowledge workers spend a third of their days on needless correction, avoidable work and overserve, despite existing office technology that could help, even automate, their actions? And why does nobody notice? The answers--and solutions--are in this book. The Knowledge Work Factory uncovers the well-intentioned waste that hides in plain sight within virtually every organization. It reveals the ingrained perceptual biases that trick our brains into accepting the status quo and missing breakthrough opportunities. It draws stunning parallels to industrial production, which cracked this very code over 100 years ago. Most importantly, it gives you an easy-to-follow, one-step guide to boost efficiency, productivity, and morale among the knowledge workers who struggle under the burden of the productivity paradox. Discover your organization's true, untapped capacity. Maximize the productivity of every single knowledge worker. Uncover "better-than-best practices." Reap benefits that drop straight to the bottom line. The power is in your hands--with The Knowledge Work Factory.

Knowledge management can be a powerful tool if successfully implemented into an organizational structure. Uncovering the latest methods, tools, trends, and strategies in organizational knowledge management should be a priority for individuals working in a variety of industries. Knowledge Management Practice in Organizations: The View from Inside brings together industry experts to discuss the realities of knowledge management work in organizations. Examining the challenges associated with organizational knowledge management, this work provides insight into the day-to-day practice of knowledge management in real-life settings. Organizational leaders and professionals, librarians, students, and researchers will find this publication to be an essential tool in understanding knowledge management implementation.

This influential book establishes the enduring vocabulary and concepts in the burgeoning field of knowledge management. It serves as the hands-on resource of choice for companies that recognize knowledge as the only sustainable source of competitive advantage going forward. Drawing from their work with more than thirty knowledge-rich firms, Devonport and Prusak--experienced consultants with a track record of success--examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate wisdom into market value. They categorize knowledge work into four sequential activities--accessing, generating, embedding, and transferring--and look at the key skills, techniques, and processes of each. While they present a practical approach to cataloging and storing knowledge so that employees can easily leverage it throughout the firm, the authors caution readers on the limits of communications and information technology in managing intellectual capital.

Best Practices Report

ECKM

Proceedings of the 16th Eurasia Business and Economics Society Conference

Cultivating Communities of Practice