Bibliography for KMPro, New England Chapter, Capturing Enterprise Knowledge

prepared by LWM Technology Services
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Entrieving information 1p. KMWorld 07/14/2003
http://www.kmworld.com/resources/featurearticles/index.cfm?action=readfeature&Feature_ID=383

> A new software implementation will help the U.S. Army develop and deploy taxonomies across its communities of practice to enhance information sharing and retrieval. The Army CIO has selected Entrieva.s Semio suite for taxonomy development and deployment. According to Col. Timothy Fong, CTO of the U.S. Army Network Enterprise Technology Command, the technology has been integrated into the Army's Portal, Army Knowledge Online. Catherine Michaliga says, "We believe that the solution offers the right toolset for functional communities to develop their taxonomies and integrate them into the enterprise portal, effectively meeting the Army's evolving needs for developing effective communities of practice." Michaliga is director of Army Knowledge Management, Office of the Principle Director for Enterprise Integration, Army CIO.

Coffee, Peter
In Pursuit of a CRM Process; Shun 'silver bullet' technology and focus on customers to build enterprise awareness 4p. eWeek 04/29/2002
http://www.eweek.com/print_article/0,3668,a=26151,00.asp

> As in the search for knowledge management systems, IT groups have been quick to look for products to implement (customer relationship management) CRM systems instead of understanding that they can likely build from the technologies that manage other aspects of the business. CRM is a series of processes that will use technology to meet goals.

Drucker, Peter F.
Practice of management; a study of the most important function in American society. 404p. Harper and Row 01/01/1954 New York

> From the author's preface, "...aims at being a guide for men in major management positions, enabling them to examine their own work and performance, to diagnose their weaknesses and to improve their own effectiveness as well as the results of the enterprise they are responsible for. For younger men in management—and for men who plan to make management their career—this book should provide both a vision of what management is and concrete guidance in the knowledge, performance, and discipline that are needed for a major management position." Illustrative material from Sears, General Motors, Ford, A.T.&T., Chrysler, I.B.M.

Kontzer, Tony
The Need to Know 3p. Information Week 08/18/2003
http://www.informationweek.com/showArticle.jhtml?articleID=13100330

> Knowledge management being applied but more realistically to knowledge sharing initiatives, search and collaboration. Example: Raytheon's use of Six Sigma to achieve KM program success instead of trying to impose it as an enterprise-wide program.

Russom, Philip
An Eye for the Needle 6p. Intelligent Enterprise 01/14/2002
http://www.intelligententerprise.com/020114/502feat2_1.shtml

> "Knowledge workers want content management applications to impose order on document chaos...Accurately representing knowledge workers' domain expertise in a corporate portal's

taxonomy is one of the greatest challenges to the development of portal-based content mangement applications."

"The taxonomy - the structure for categorizing text content by topic - is the piece of the content management application that knowledge workers depend on most and, therefore, the piece they use for measuring its success."

Describes the processes by which the right effect and balance can be developed.

Tapscott, Don
Knowledge Culture 2p. <u>Intelligent Enterprise</u> 05/13/2003
http://www.intelligententerprise.com/030513/608change1_1.jhtml
"To do their jobs effectively, modern workers require much more information, knowledge, and context."

Instead of 'knowledge management' knowledge needs to be 'liberated' from executives who parse it out selectively; it should flow continously to all knowledge workers including such content and resources as: plans, forecasts, marketing information, accounts, experts, product pricing, proposals, contracts, etc.

"To enact a corporate strategy you have to tell your employees what it is."

Voelker, Michael P.
Find the Experts 2p. <u>Intelligent Enterprise</u> 09/01/2002
http://www.transformmag.com/db_area/archs/2002/09/tfm0209f1.shtml
Describes software that finds internal experts and leverages their knowledge and experience. Several vendors offer expertise management platforms: Lotus offers Discovery Server. AskMe, Tacit Knowledge Systems,Verity and Organik software from Sopheon (formerly Orbital) are some of the other players.