Bibliography for KMPro, New England Chapter
Communities of Practice

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Chait, Larry

Collaboration - Requirements for Success 35 slides Chait & Associates 06/01/2002
http://www.lwmtechnology.com/kmpro/Collaboration%20-%20Chait.pdf
> Review of initiative at Arthur D. Little to bring management consulting teams together to "get a job done."

Dawson, Ross

Making Distributed Innovation Work; How to come up with the great ideas when you're so far away 3p. Darwin (CIO) 08/01/2003
http://www.darwinmag.com/read/080103/innovation.html
> For distributed innovation, you are specifically trying to get the best to participate in a collaborative process. "Agreements must be unambiguous at the outset, so all participants are fully clear on what their responsibilities and potential rewards are. The more precise the contracts, the easier it will be to attract the best people to participate. Over time, it will become standard to have complete accounting transparency in any collaborative project."

Rao, Madanmohan

Content and Community: Nuts and Bolts of KM; A report from the May KnowledgeNets 2003 conference in New York City. 4p. Destination KM 07/07/2003
http://www.destinationkm.com/articles/default.asp?ArticleID=1077
> "Coupled with cultural promotion of a knowledge environment, content and community tools continue to form the bedrock of KM implementations today, according to speakers at the recent KnowledgeNets 2003 conference in New York city, hosted by InfoToday (www.infotoday.com)."
>
> Notes that APQC spent $700,000 on a content management system.
>
> "Thomson has developed a knowledge sharing metrics tool (dubbed KISMET) which classifies companies into five types depending on their KM readiness: not ready, preliminary (exploring KM), ready (accepted), receptive (advocating and measuring) and optimal (institutionalised KM).
>
> The KISMET scorecard includes parameters for emotional/intellectual commitment to knowledge sharing (understanding, motivation), knowledge communication (frequency, methods, technology), intellectual capital (format of knowledge assets, collection, organisation), community (cohesion, recognition) and collaboration (scope, relevance)."
>
> Many examples of adoption of KM.

Wenger, Etienne

It Takes a Community, [an excerpt from Cultivating Communities of Practice] by Etienne Wenger, Richard McDermott, and William M. Snyder. 6p. Harvard Business Press 05/15/2002 Cambridge, MA
http://www.cio.com/archive/051502/excerpt.html
> Emphasis on seven basic practices to encourage a company to foster a healthy exchange of information and knowledge.