

## **Bibliography for Boston KM Forum/KMPro - Knowledge Asset Management, June 30, 2004**

prepared by LWM Technology Services

Printed: 06/29/04 17:51

Berlind, David

### **Taxonomy today, ROI tomorrow** 2p. CNET Networks, Inc. 04/11/2004

[http://techupdate.zdnet.com/techupdate/stories/main/Taxonomy\\_today\\_ROI\\_tomorrow.html](http://techupdate.zdnet.com/techupdate/stories/main/Taxonomy_today_ROI_tomorrow.html)

“According to Gartner analyst Rita Knox, wrapping data and knowledge in metadata-based frameworks reduces the time needed to retrieve that information, thereby freeing up enterprises’ most precious resource—time—for allocation to tasks that deliver real value, such as creating, servicing, and selling.”

“The three challenges to programming explicitness into our information technology include understanding the differences between metadata and a taxonomy and what they’re each good for; getting executive buy-in for metadata and taxonomy-related projects; and properly anticipating the need for the specialized talent required for such projects.”

“... As more data, documents, and knowledge are categorized according to any given organization’s taxonomy, rich connections can be made between dissimilar data types that were previously related, but impossible to connect technologically because there wasn’t a taxonomical superstructure sitting across or between the various stove-pipes for making those connections.”

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.

Plumley, Deborah

### **Process-Based Knowledge Mapping.** 3p. Destination KM 03/03/2002

<http://www.destinationkm.com/articles/default.asp?ArticleID=1041>

Procedural knowledge maps show knowledge (and the sources of knowledge) mapped to a business process. This could be any process for a business or organization—for example, a process for a R&D function/organization, or a selling process, etc. One major use of this type of map is for planning and implementation of knowledge management efforts.

Conceptual knowledge maps, which Caldwell calls a “taxonomy,” a method of hierarchically organizing and classifying content. In knowledge management, a taxonomy is used for content management within a Web site or some other repository.

Explores process mapping: mapping, analysis, application in detail. Competency knowledge maps document the skills, positions, and even career path of an individual—to create a competency profile. Another type of commonly used mapping is called Social Network Mapping or Social Network Analysis. Social network analysis shows networks of knowledge and patterns of interaction among group members, organizations, and other social entities. One use of a social network map is for analysis of information sharing within a social context.

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](http://www.infotoday.com)).”

Notes that APQC spent \$700,000 on a content management system. Includes many examples of adoption of KM.

“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).”

Srikantaiah, T. Kanti, ed.

**Knowledge management for the information professional/ edited by T. Kanti**

**Srikantaiah and Michael E.D. Koenig** 598p. for ASIS by Information Today

01/01/2000 ISBN: 157387079X Medford, NJ

Background and issues, creating a culture of learning and knowledge sharing in the organization, tools, application and strategy. A substantive work on all the areas of knowledge management with consideration given to the roles of libraries in the field.

Stodder, David

**Quality Is Job One; With strategic business applications reaching more users, data quality is finally getting its due.** 4p. Intelligent Enterprise 06/28/2002

[http://www.intelligententerprise.com/020628/511strategic1\\_1.shtml](http://www.intelligententerprise.com/020628/511strategic1_1.shtml)

Brings up the problem of “dirty data” that results, particularly, from merging data from disparate sources. Ascential Software is cited as a company whose offerings related to data mining are bringing attention to the scope of the problem. Companies don’t like to talk about this because it has implications for the quality of their decision support databases.