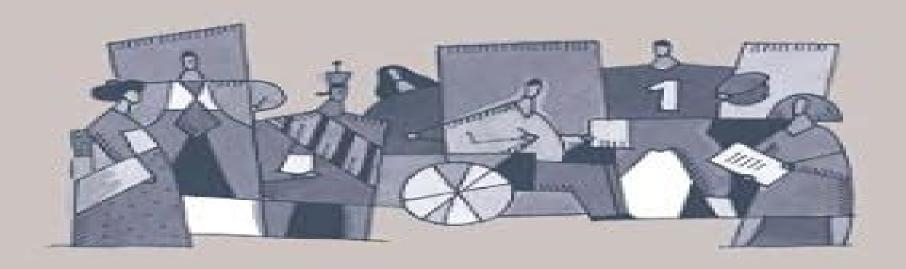
# SHARING EXPERTISE

Beyond Knowledge Management



Edited by Mark Ackerman, Volkmar Pipek, and Volker Wulf

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# **Sharing Expertise Beyond Knowledge Management**

**David Gurteen** 

# **Sharing Expertise Beyond Knowledge Management:**

Sharing Expertise Mark S. Ackerman, Volkmar Pipek, Volker Wulf, 2003 The field of knowledge management focuses on how organizations can most effectively store manage retrieve and enlarge their intellectual properties. The repository view of knowledge management emphasizes the gathering providing and filtering of explicit knowledge. The information in a repository has the advantage of being easily transferable and reusable But it is not easy to use decontextualized information and users often need access to human experts This book describes a more recent approach to knowledge management which the authors call expertise sharing Expertise sharing emphasizes the human aspects cognitive social cultural and organizational of knowledge management in addition to information storage and retrieval Rather than focusing on the management level of an organization expertise sharing focuses on the self organized activities of the organization s members The book addresses the concerns of both researchers and practitioners describing current literature and research as well as offering information on implementing systems It consists of three parts an introduction to knowledge sharing in large organizations empirical studies of expertise sharing in different types of settings and detailed descriptions of computer systems that can route queries assemble people and work and augment naturally occurring social networks within New Research on Knowledge Management Models and Methods Huei Tse Hou, 2012-03-23 Due to the organizations development of mobile and Web 2 0 technology knowledge transfer storage and retrieval have become much more rapid In recent years there have been more and more new and interesting findings in the research field of knowledge management This book aims to introduce readers to the recent research topics it is titled New Research on Knowledge Management Models and Methods and includes 19 chapters Its focus is on the exploration of methods and models covering the innovations of all knowledge management models and methods as well as deeper discussion It is expected that this book provides relevant information about new research trends in comprehensive and novel knowledge management studies and that it serves as an important resource for researchers teachers and students and for the development of practices in the knowledge management field ECSCW 2007 Liam J. Bannon, Ina Wagner, Carl Gutwin, Richard H.R. Harper, Kjeld Schmidt, 2007-09-20 The emergence and widespread use of personal computers and network technologies have seen the development of interest in the use of computers to support cooperative work This volume presents the proceedings of the tenth European conference on Computer Supported Cooperative Work CSCW This is a multidisciplinary area that embraces the development of new technologies grounded in actual cooperative practices These proceedings contain a collection of papers addressing novel interaction technologies for CSCW systems new models and architectures for groupware systems studies of communication and coordination among mobile actors studies of cooperative work in complex settings studies of groupware systems in actual use in real world settings and theories and techniques to support the development of cooperative applications The papers present emerging technologies alongside new methods and approaches to the development of this important class of

applications Knowledge Management (KM) Processes in Organizations Claire McInerney, Michael E.D. Koenig, 2022-06-01 Knowledge Management KM is an effort to increase useful knowledge in the organization It is a natural outgrowth of late twentieth century movements to make organizational management and operations more effective of higher quality and more responsive to constituents in a rapidly changing global environment This document traces the evolution of KM in organizations summarizing the most influential research and literature in the field It also presents an overview of selected common and current practices in knowledge management including the relationship between knowledge management and decision making with the intention of making a case for KM as a series of processes and not necessarily a manipulation of things The final section highlights the use of social networking and commonly adopted Web applications to increase the value of social capital and to connect practitioners with clients and colleagues Table of Contents Introduction Background Bibliographic Analysis Theorizing Knowledge in Organizations Conceptualizing Knowledge Emergence Knowledge Acts Knowledge Management in Practice Knowledge Management Issues Knowledge Management and Decision Making Social Network Analysis and KM Implications for the Future Conclusion **Professional Knowledge** Management Klaus-Dieter Althoff, Andreas Dengel, Ralph Bergmann, Markus Nick, Thomas Roth-Berghofer, 2005-12-15 This book constitutes the thoroughly refereed post proceedings of the Third Conference on Professional Knowledge Management Experiences and Visions WM 2005 held in Kaiserslautern Germany in April 2005 The 82 revised papers presented were carefully reviewed and selected from the best contributions to the 15 workshops of the conference Coverage includes intelligent office appliances learning software organizations learner oriented knowledge management and KM oriented e **QFINANCE** Bloomsbury Publishing, 2014-11-20 QFINANCE The Ultimate Resource 5th edition is the first step learning reference for the finance professional or student of finance Its coverage and author quality reflect a fine blend of practitioner and academic expertise whilst providing the reader with a thorough education in the may facets of finance ECSCW 2005 Hans Gellersen, Kjeld Schmidt, Michel Beaudouin-Lafon, Wendy Mackay, 2006-01-26 The emergence and widespread use personal computers and network technologies have seen the development of interest in the use of computers to support cooperative work This volume presents the proceedings of the ninth European conference on Computer Supported Cooperative Work CSCW This is a multidisciplinary area that embraces the development of new technologies grounded in actual cooperative practices These proceedings contain a collection of papers that reflect the variegated research activities in the field The volume includes papers addressing novel interaction technologies for CSCW systems new models and architectures for groupware systems studies of communication and coordination among mobile actors studies of cooperative work in complex settings studies of groupware systems in actual use in real world settings and theories and techniques to support the development of cooperative applications. The papers present emerging technologies alongside new methods and approaches to the development of this important class of applications. The work in this volume represents the best of the

current research and practice within CSCW The collection of papers presented here will appeal to researchers and practitioners alike as they combine an understanding of the nature of work with the possibility offered by new technologies

**Knowledge Management in Modern Organizations** Jennex, Murray E.,2006-12-31 Knowledge management has been growing in importance and popularity as a research topic and business initiative This book documents the key issues of knowledge management and serves as an useful resource for academicians practitioners researchers and students

Knowledge Management Irma Becerra-Fernandez, D. E Leidner, Dorothy Leidner, 2014-12-18 This book serves as a complete introduction to the subject of Knowledge Management KM and incorporates technical as well as social aspects concepts as well as practical examples and traditional KM approaches as well as emerging topics Knowledge Management Systems and Processes enhances the conventional exposition of KM with an in depth discussion of the technologies used to facilitate the management of knowledge in large and small organizations. This includes a complete description of the theory and applications of the various techniques and technologies currently in use to manage organizational knowledge The discussion of technology is at a level appropriate for the typical business administration graduate student or corporate manager Special features Includes case studies of actual implementations of KM systems including details such as system architecture Contains numerous vignettes describing practical applications of KM initiatives at leading firms and governmental organizations Provides a balanced view of knowledge management while incorporating benefits and controversial issues and both technology and social aspects Extremely current making extensive use of latest developments in and examples from the field of KM Written by two proficient and recognized researchers in the field of KM Knowledge Management in Libraries Mohammad Nazim, Bhaskar Mukherjee, 2016-07-24 Knowledge Management in Libraries Concepts Tools and Approaches brings to the forefront the increasing recognition of the value of knowledge and information to individuals organizations and communities providing an analysis of the concepts of Knowledge Management KM that prevails among the Library and Information Science LIS community Thus the book explores knowledge management from the perspective of LIS professionals Furthermore unlike most books on the topic which address it almost exclusively in the context of a firm or an organization to help gain a competitive advantage this book looks at knowledge management in the context of not for profit organizations such as libraries Describes the theory and approaches of knowledge management in the context of librarianship Seeks to identify and explain the principles that underlie the different processes of knowledge management Combines the theoretical and practical perspectives of the topic Provides a comprehensive and methodological approach to support librarians and information science professionals in the implementation of knowledge management in libraries and information centers Proposes a model for libraries and information centers which may be used as a guide for implementation Incorporates illustrations where necessary to provide a clear understanding of the concepts Expertise. Communication, and Organizing Jeffrey W. Treem, Paul M. Leonardi, 2016-09-05 Expertise is an intriguing construct Though it is highly desired it is commonly characterized by exclusivity or being something esoteric making it both seemingly difficult to acquire and understand This opaqueness surrounding the nature of expertise in organizational contexts is coupled with greater demands for specialized work and employees increased reliance on communication technologies to complete tasks trends that further complicate the evaluation of workers knowledge and abilities This volume draws upon original works from scholars of diverse backgrounds to explore how recent changes in the structure of organizational life have altered the nature of expertise Specifically this book aims to challenge the perspective that organizational expertise exists to be recognized and utilized and offers an alternative lens that views expertise as emergent and constituted in communication among organizing actors Examining the intersection of communication and expertise within and across different contexts of organizing offers new insights into the discursive material and structural influences that contribute to an understanding of expertise This book offers a comprehensive view of organizational expertise by presenting theoretical frameworks for the study of expertise providing reviews of how the study of expertise has evolved applying perspectives on expertise to different domains of organizational practice and presenting new directions for the study of the intersection of expertise communication and organizing The result is a treatment that considers expertise in diverse forms and across a variety of contexts of organizing and in doing so provides valuable content to researchers from multiple disciplinary backgrounds Knowledge Management for Competitive Advantage During Economic Crisis Ordoñez de Pablos, Patricia, Turró, Lluis Jovell, Tennyson, Robert D., Zhao, Jingyuan, 2014-09-30 Strategy management has always been a crucial business aspect that a company must understand to remain successful in the business world However there are a number of different approaches that a company can employ in order to differentiate themselves from the competition Knowledge Management for Competitive Advantage During Economic Crisis brings together the various approaches that affect the superiority of a company s organizational performance and the gains they can make over their competitors By focusing on concepts such as organizational learning and intellectual capital this book is an indispensable reference source for researchers practitioners graduate students and business managers interested in understanding what approaches are necessary to ensure superior organizational performance Management Murray E. Jennex, 2008-01-01 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 **Knowledge Management and Business Strategies:** Theoretical Frameworks and Empirical Research Abou-Zeid, El-Sayed, 2007-11-30 The growing awareness of the crucial role that knowledge can play in gaining competitive advantage has lead businesses to confront how to build competitive business strategy around a firm s intellectual resources and capabilities and how to define and guide the processes and infrastructure for managing organizational knowledge Knowledge Management and Business Strategies Theoretical Frameworks and Empirical Research provides researchers and practitioners fundamental business and management

knowledge by exploring relevant theoretical frameworks and the latest empirical research findings in the area of knowledge and knowledge management strategies and their formulation and alignment with organizations competitive business strategies. Leading Issues in Social Knowledge Management David Gurteen, 2012-01-01 Perhaps one of the most surprising if not actually unsettling things about the Internet and the Web is that there is always something new on the horizon and that it is very difficult to see where this new technology will take us When ICT was just about big computers and organisational systems it was pretty obvious where the technology was moving us We all knew about Moore's Law and that we were going to have greater capacity smaller and faster devices every year And during the 1990s and the first decade of the third millennium we all became used to what the Internet and the Web had to offer But Social Software in the form of Web 2 0 is different It has put technology in the hands of people who we would never have given it a second thought a few years ago Leading Issues in Social Knowledge Management contains leading edge research which addresses some of the main issues for those of us who want to use Social Software in a Knowledge Management context or who want to study it or research it There are 10 research papers as well as an introduction from David Gurteen who is a leading thinker in this field

Knowledge-Based Enterprise: Theories and Fundamentals Wickramasinghe, Nilmini, 2007-01-31 This book provides comprehensive coverage of all areas people process and technology necessary to become a knowledge based enterprise It presents several frameworks facilitating the implementation of a KM initiative and its ongoing management so that pertinent knowledge and information are always available to the decision maker and so the organization may always enjoy a sustainable competitive advantage Provided by publisher Knowledge Management in Theory and Practice, third edition Kimiz Dalkir, 2017-12-22 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 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 Understanding Information Retrieval Systems Marcia J. Bates, 2011-12-20 In order to be effective for available online their users information retrieval IR systems should be adapted to the specific needs of particular environments The huge and growing array of types of information retrieval systems in use today is on display in Understanding Information Retrieval Systems Management Types and Standards which addresses over 20 types of IR systems These various system types in turn present both technical and management challenges which are also addressed in this volume In order to be interoperable in a networked environment IR systems must be able to use various types of technical standards a number of which are described in this book often by their original developers The book covers the full context of operational IR systems addressing not only the systems themselves but also human user search behaviors user centered design and management and policy issues In addition to theory and practice of IR system design the book covers Web standards and protocols the Semantic Web XML information retrieval Web social mining search engine optimization specialized museum and library online access records compliance and risk management information storage technology geographic information systems and data transmission protocols Emphasis is given to information systems that operate on relatively unstructured data such as text images and music The book is organized into four parts Part I supplies a broad level introduction to information systems and information retrieval systems Part II examines key management issues and elaborates on the decision process around likely information system solutions Part III illustrates the range of information retrieval systems in use today discussing the technical operational and administrative issues for each type Part IV discusses the most important organizational and technical standards needed for successful information retrieval This volume brings together authoritative articles on the different types of information systems and how to manage real world demands such as digital asset management network management digital content licensing data quality and information system failures It explains how to design systems to address human characteristics and considers key policy and ethical issues such as piracy and preservation Focusing on web based systems the chapters in this book provide an excellent starting point for developing and managing your own IR Knowledge Management in Theory and Practice, second edition Kimiz Dalkir, 2011-03-04 A comprehensive systems text and reference provides both substantive theoretical grounding and pragmatic advice on applying key concepts 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 It is a highly multidisciplinary field that encompasses both information technology and intellectual capital This textbook and professional reference offers a comprehensive overview of the field of KM providing both a substantive theoretical grounding and a pragmatic approach to applying key concepts Drawing on ideas tools and techniques from such disciplines

as sociology cognitive science organizational behavior and information science the text describes KM theory and practice at the individual community and organizational levels It offers illuminating case studies and vignettes from companies including IBM Xerox British Telecommunications JP Morgan Chase and Nokia This second edition has been updated and revised throughout New material has been added on the information and library science perspectives taxonomies and knowledge classification the media richness of the knowledge sharing channel e learning social networking in KM contexts strategy tools results based outcome assessments knowledge continuity and organizational learning models KM job descriptions copyleft and Creative Commons and other topics New case studies and vignettes have been added and the references and glossary have been updated and expanded **Encyclopedia of Knowledge Management, Second Edition** Schwartz, David, Te'eni, Dov, 2010-07-31 Knowledge Management has evolved into one of the most important streams of management research affecting organizations of all types at many different levels The Encyclopedia of Knowledge Management Second Edition provides a compendium of terms definitions and explanations of concepts processes and acronyms addressing the challenges of knowledge management This two volume collection covers all aspects of this critical discipline which range from knowledge identification and representation to the impact of Knowledge Management Systems on organizational culture to the significant integration and cost issues being faced by Human Resources MIS IT and production departments

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