Bibliography on Knowledge Management

General
Ontologies, Corporate Memory & Organisational Learning
Knowledge Management Tools & Artificial Intelligence Technology
KM Architecture, Processes & Frameworks
KM Applications - Architecture, building & town planning
KM Applications - Business Processes & Workflow
KM Applications - Chemical, mining & oil industries
KM Applications - Communications
KM Applications - Consulting firms
KM Applications - Customer Relationship Management & Help Desk
KM Applications - Decision making
KM Applications - Defense
KM Applications - E-Business & ERP systems
KM Applications - Education, research & development
KM Applications - Human Resources
KM Applications - Intellectual Assets
KM Applications - Library & Information Services
KM Applications - Medical & Healthcare
KM Applications - Legal
KM Applications - Marketing
KM Applications - Quality
KM Applications - Product Development
KM Applications - Software development, application & reuse
KM Applications - Virtual teams & enterprises
KM Applications - Others
Measurements
Web & Intranet for Knowledge Management
KM for Small to Medium size Enterprises
Collaborative Filtering & Groupware
Industry reports & case studies
General


Anonymous (1998); Seven steps to implementing knowledge management in your organisation, Corporate Executive Briefing, Dataware Technologies, 1998.

Anonymous (1998); Knowledge Management: Linking people to knowledge for bottom line results, Corporate Executive Briefing, Dataware Technologies, 1998.


Anonymous (1999); Start making sense, MIS Australia, September, 1999, p88-92.


Fruin, M.W. (1997); Knowledge Works, Oxford University Press, UK.


Gautschi, T. (1999); Does your firm manage knowledge?, Design News, Vol. 54, No. 11, June 7 1999, p188.
Kampffmeyer, U. and Werther, S. (1999); Knowledge is power, but only it is passed on - Status of knowledge management at the firm [German], Nfd Information-Wissenschaft und Praxis, Vol. 50, No. 3, May-Jun, 1999, p142-148.


Kouloupoulos, T.M. (1998); Take a corporate IQ test, Datamation (Online), June, 1998.


Pearson, D. (1998); Where are they now?, CIO. Vol. 11, No. 15, Section 1, May 15 1998, p58-64.


**Ontologies, Corporate Memory & Organisational Learning**


Anonymous (1997); Knowledge management: Strategies for the learning organization, European Foundation for quality management, The KM Network, American Productivity & Quality Center, Brussels, (sijnave@efqm.org).


Carayannis, E.G. (1999); Fostering synergies between information technology and managerial and organizational cognition: the role of knowledge management, Technovation, Vol. 19, No. 4, April, p219-231.

Carayannis, E.G. (1999); Knowledge transfer through technological hyperlearning in five industries, Technovation, 19, 1999, p141-161.


Euzenat, J. (1996); Corporate Memory through Cooperative Creation of Knowledge Based Systems and Hyper-Documents, Proceedings of KAW'96, p36-20, Banff, Canada.


Tennison, J. and Shadbolt, N.R. (1998); APECKS: A tool to support living ontologies, Proceedings of KAW'98, Banff, Canada.


Tuomi, I. (1999); Data is more than knowledge: Implications of the reversed knowledge hierarchy for knowledge management and organizational memory, Proceedings of the 32nd Hawaii International Conference on Systems Science, 1999.


Visser, P.R.S. and Jones, D.M. (1996); On Mismatch between ontologies A first investigation into knowledge fusion, KRAFT Paper KP10, PRSV 2.4, October, 1996, Department of Computer Science, University of Liverpool.

Visser, P.R.S., Jones, D.M., Bench-Capon, T.J.M. and Shave, M.J.R. (1997); An Analysis of Ontology Mismatches; Heterogeneity versus Interoperability, AAAI 1997 Spring Symposium on Ontological Engineering, Stanford University, California, USA.


Visser, P.R.S. and Cui, Z. (1998); Heterogeneous Ontology Structures for Distributed Architectures, ECAI-98 Workshop on Applications of Ontologies and Problem-solving Methods, Brighton, United Kingdom (to appear).


Knowledge Management Tools & Artificial Intelligence Technology


Beecken, N. (1999); Knowledge Management - Technological and Organisational Aspects, Thesis submitted to Aston University, Birmingham, U.K., September 1999. (NBeecken@aol.com)


Catarci, T., Iocchi, L., Nardi, D. and Santucci, G. (1998); Accessing the Web: exploiting the DB paradigm, Proceedings of the 1st Workshop on Building, Maintaining, and Using Organizational Memories (OM-98), Brighton, UK, August 24-25,


Davies, J. (1998); Similarity-Based Structural Visualisation for Information Filtering and Sharing, submitted to CHI-98.


KIA (1996); Knowledge Innovation Assessment Software, ENTOVATION (USA).

KMAT (1996); Knowledge Management Assessment Tool, Arthur Andersen KMAT Study, London.


Martínez-Béjar, R., Benjamins, V.R. and Martín-Rubio, F. (1997); Designing Operators for Constructing Domain Knowledge Ontologies. in E. Plaza and R.Benjamins (Eds.), Knowledge Acquisition, Modelling and Management, Lecture Notes in Artificial Intelligence 159-173, Springer-Verlag, Germany.


Richman, Dan. (1998); Rope in knowledge with powerful new knowledge management software, Datamation (Online), June 1998.


Salvani, S. and Williams, M.H. (1990); Knowledge Management for Expert Systems, IEE Colloquium on Knowledge Engineering, 1990, p3-1 to 3-5.


Schwartz, D.G. (1999); Tying Knowledge to Action with Kmail, IEEE Intelligent Systems, September, 1999.


Trott, B. (1999); BackOffice bonanza, Infoworld, Vol. 21, No. 9, March 1 1999, p1,24.


Walsh, J. (1997); Knowledge Network finds files, information, Infoworld, 29th September, 1997, p3.


KM Architecture, Processes & Frameworks


Holsapple, C.W. and Joshi, K.D. (1999); Description and Analysis of Existing Knowledge Management Frameworks, Proceedings of the 32nd Hawaii International Conference on Systems Science, 1999.


Kenyon, J.D. (1998); A process for Knowledge Acquisition and Management, Proceedings of KAW'98, Banff, Canada.


Wilson, L.T. and Snyder, C.A. (1999); Knowledge Management and IT: How are they related?, IT Pro, March-April, 1999, p73-75.


KM Applications - Architecture, building & town planning


KM Applications - Business Processes & Workflow


Chase, R.L. (1998); Creating a knowledge management business strategy to deliver bottom line results, Management Trends International, Lavendon, UK, Knowlman@netcomuk.co.uk. No. 791, 1 June, 1998, p111-112.


Lund, A. (1999); Making the most of key corporate assets, Knowledge Management Conference Asia Pacific, 12-14 July, 1999, Sydney.


Maurer, F. (1998); A concept for an internet-based process-oriented knowledge management environment, Proceedings of KAW'98, Banff, Canada.


**KM Applications - Chemical, mining & oil industries**


**KM Applications - Communications**


Bruce, M., Cooper, R., Morris, B. and Wootten, A. (1999); Managing requirements capture within a global telecommunications company, R & D Management, Vol. 29, No. 2, April, 1999, p107-119.


Ribièrè, M., Matta, N. and Cointe, C. (1998); A proposition for managing project memory in concurrent engineering, in International Conference on Computational Intelligence and Multimedia Applications (ICCIMA'98), Churchill, Australia, February 1998.

**KM Applications - Consulting firms**


**KM Applications - Customer Relationship Management & Help Desk**


KM Applications - Decision making


KM Applications - Defense


KM Applications - E-Business & ERP systems


**KM Applications - Education, Research & Development**


**KM Applications - Human Resources**


McKenna, B. (1999); All together now! Creating an assembly of knowledge workers, Knowledge Management, May, 1999.


Sunoo, B.P. (1999); How HR supports knowledge sharing, Workforce, Vol. 78, No. 3, March 1999, p30-34.


**KM Applications - Intellectual Assets**


Tate, P. (1999); Creating value from knowledge, Report, ICBI, +44 171 850 5103.


**KM Applications - Legal**


**KM Applications - Library & Information Services**


**KM Applications - Marketing**


**KM Applications - Medical & Healthcare**


KM Applications - Product Development


Braiden, P.M. and Hicks, C. (1999); Some observations on Knowledge Management activities in the design and manufacture of engineered to order capital goods, Proceedings of Deciphering Knowledge Management KNOW99, 26-27th November, 1999, Sydney, Australia, p217-224.


**KM Applications - Quality**


**KM Applications - Software development, application & reuse**


Chatters, B. (1999); Implementing an experience factory: Maintenance and evolution of the software and systems development process, Proceedings of the IEEE International Conference on Software Maintenance, ICSM 99, p146-151.


Tautz, C. and von Wangenheim, C.G. (1999); A Representation Formalism for Supporting Reuse of Software Engineering Knowledge, Workshop on "Knowledge Management, Organizational Memory, and Reuse” at the 5th German Conference on Knowledge-Based Systems (XPS ’99), Wuerzburg, Germany, March '99.


**KM Applications - Virtual teams & enterprises**


Peters, L.S. (1999); Inter-firm knowledge management and technology development in Radical Innovation, Technology and Innovation Management, PCIMET, 1999, p179-185.


**KM Applications - Others**


Moss, M. (1999); Management of technical knowledge in a company intranet, IEE Seminar on Web Applications in Aerospace, 1999, p3-1 to 3-4.


Sbarcea, K. (1999); Knowledge as a contact sport, Image and Data Manager, November-December, 1999, p24-25,28.


Measurements


Kortink, M. (1999); Measuring the benefits of Knowledge Programs, presentation slides given at Knowledge Management Asia Pacific Conference, 12-14 July, 1999, Sydney.


Web and Intranet for KM

Domingue, J. (1998); Tadzebao and WebOnto: Discussing, Browsing, and editing ontologies on the web, Proceedings of KAW98, Banff, Canada.


KM for Small to Medium size Enterprises


Collaborative Filtering and Groupware


Poltrock, S.E. and Engelbeck, G. (1999); TelCoW: telework under the co-ordination of a workflow management system, Information and Software Technology, Vol. 41, No. 6, April, 1999, p341-354.

Schmidt, K. (1999); Of maps and scripts the status of formal constructs in cooperative work, Information and Software Technology, Vol. 41, No. 6, April, 1999, p319-330.


Industry reports & case studies

The Delphi Group (1997); Delphi on Knowledge Management: Research and Perspectives on Today's Knowledge Landscape, The Delphi Group, 1997.
Knowledge Management Newsletter, Vol. 1, Issue 1, August-September, 1997.
KMPG (1998); Knowledge Management Research Report (1998), +44 171 311 1000, UK.
Ovum (1998); Knowledge management: Applications, markets & technology, report, +44 171 312 7265.