

# **Innovations of Knowledge Management**

## **Table of Contents**

**Preface** ..... vi  
*Bonnie Montano, Georgetown University, USA*

### **Section I: Knowledge Management Methods**

**Chapter I**  
**The Impact of Informal Networks on Knowledge Management  
Strategy** ..... 1  
*Tony Jewels, Queensland University of Technology, Australia*  
*Alan Underwood, Queensland University of Technology,  
Australia*

**Chapter II**  
**Knowledge Capture Between Consultancies and Freelance  
Subcontractors: A Model and Empirical Evidence** ..... 22  
*W. A. Taylor, University of Bradford, UK*  
*N. A. Boraie, House of Egypt Consultants, Egypt and  
Triple Line Consulting, UK*

**Chapter III**  
**Awareness Matters in Virtual Communities: An Awareness  
Ontology** ..... 51  
*Farhad Daneshgar, The University of New South Wales, Australia*

**Chapter IV**

**Corporate Memories: Tombs or Wellsprings of Knowledge? ..... 69**  
*Meliha Handzic, The University of New South Wales, Australia*  
*Glenn Bewsell, The University of New South Wales, Australia*

**Chapter V**

**Knowledge Discovery Process and Introduction of Domain Knowledge ..... 86**  
*Katsutoshi Yada, Kansai University, Japan*

**Chapter VI**

**The Organizational Characteristics of Knowledge-Centricity ..... 99**  
*Jonathan Pemberton, Northumbria University, UK*  
*George Stonehouse, Northumbria University, UK*

**Section II: Knowledge Management Tools**

**Chapter VII**

**Making Knowledge Management System an Effective Tool for Learning and Training ..... 124**  
*Albert C. K. Leung, Lingnan University, Hong Kong*

**Chapter VIII**

**Web Service Modeling Framework for the Enhanced Data Warehouse ..... 149**  
*Krzysztof Wecel, The Poznan University of Economics, Poland*  
*Pawel Jan Kalczynski, University of Toledo, USA*  
*Witold Abramowicz, The Poznan University of Economics, Poland*

**Chapter IX**

**Enterprise Portals and Knowledge Management Processes ..... 175**  
*Abdus Sattar Chaudhry, Nanyang Technological University, Singapore*

**Chapter X**

**Amalgamating Ontological Modeling with Bluetooth Service Discovery ..... 200**  
*Maria Ruey-Yuan Lee, Shih Chien University, Taiwan*  
*Ching Lee, Hyper Taiwan Technology Inc., Taiwan*

**Chapter XI**  
**Effective Integration of Computer-Supported Collaborative Learning into Knowledge Management Structures: A Model and an Evaluation Framework** ..... 215  
*Francisco Milton Mendes Neto, Federal University of Campina Grande, Brazil and Serpro – Federal Service of Data Processing, Brazil*  
*Francisco Vilar Brasileiro, Federal University of Campina Grande, Brazil*

**Section III: Knowledge Management for Attaining Strategic Advantage**

**Chapter XII**  
**The European Challenge of KM and Innovation: A Skills and Competence Portfolio for the Knowledge Worker in SME's** ..... 252  
*Ana Maria R. Correia, Universidade Nova de Lisboa, Portugal*  
*Anabela Sarmento, Instituto Politécnico Porto, Portugal and University of Minho, Portugal*

**Chapter XIII**  
**The Role of Knowledge Creation in Competitive Advantage** ..... 285  
*Patricia C. Miller, University at Albany, USA*

**Chapter XIV**  
**Promoting Organizational Knowledge Sharing** ..... 300  
*Jack S. Cook, Rochester Institute of Technology, USA*  
*Laura Cook, State University of New York at Geneseo, USA*

**Chapter XV**  
**Value Creation through Customer Derived Revenue** ..... 322  
*Michael Hall, Nakamura Gakuen University, Japan*

**About the Editor** ..... 336

**About the Authors** ..... 337

**Index** ..... 345