

Best Practices For Knowledge Workers: Innovation In Adaptive Case Management

By anchoring your understanding of productivity in God's plan, What's Best Next gives you a practical approach for increasing your effectiveness in everything you do. There are a lot of myths about productivity--what it means to get things done and how to accomplish work that really matters. In our current era of innovation and information overload, it may feel harder than ever to understand the meaning of work or to have a sense of vocation or calling. So how do you get more of the right things done without confusing mere activity for actual productivity? Matt Perman has spent his career helping people learn how to do work in a gospel-centered and effective way. What's Best Next explains his approach to unlocking productivity and fulfillment in work by showing how faith relates to work, even in our everyday grind. What's Best Next is packed with biblical and theological insight and practical counsel that you can put into practice today, such as: How to create a mission statement for your life that's actually practicable. How to delegate to people in a way that really empowers them. How to overcome time killers like procrastination, interruptions, and multitasking by turning them around and making them work for you. How to process workflow efficiently and get your email inbox to zero every day. How to have peace of mind without needing to have everything under control. How generosity is actually the key to unlocking productivity. This expanded edition includes: a new chapter on productivity in a fallen world a new appendix on being more productive with work that requires creative thinking. Productivity isn't just about getting more things done. It's about getting the right things done--the things that count, make a difference, and move the world forward. You can learn how to do work that matters and how to do it well.

Knowledge management can be a powerful tool if successfully implemented into an organizational structure. Uncovering the latest methods, tools, trends, and strategies in organizational knowledge management should be a priority for individuals working in a variety of industries. Knowledge Management Practice in Organizations: The View from Inside brings together industry experts to discuss the realities of knowledge management work in organizations. Examining the challenges associated with operational knowledge management, this work provides insight into the day-to-day practice of knowledge management in real-life settings. Organizational leaders and professionals, librarians, students, and researchers will find this publication to be an essential tool in understanding knowledge management implementation.

Written by a team of highly respected authorities on management and organizational behaviour, this core textbook is grounded in an extensive body of international research and analysis that demonstrates that knowledge work depends primarily on the behaviours, attitudes and motivations of those who undertake and manage it and not simply on the implementation of information systems technology. Throughout the book, engaging case studies and role plays demonstrate the range of perspectives that can be applied to knowledge work, and the organisational conditions under which it can be managed effectively. This book is essential reading for undergraduate and postgraduate students on modules covering Knowledge Management, and ideal for modules in Human Resource Management and Organisational Studies. New to this Edition: - Updated case studies based on the latest research and with international reach - Enhanced learning and teaching tools to help students understand important concepts - A new companion website with lecturer resources

Best Practices for Knowledge Workers describes ACM, in non-technical terms, in the current era of digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. Business readers will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent automation, where technology doesn't merely replace human decision-making but extends the reach of the knowledge worker; making IoT data actionable. Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows these ground-breaking best-sellers on ACM; Thriving on Adaptability, Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews

How to Make Knowledge Sharing Work

Hiring the Best Knowledge Workers, Techies & Nerds

An Integrated Approach

Leveraging Knowledge for Innovation in Collaborative Networks

Concepts and Best Practices

Answers to the Management Challenge of the 21st Century

E-Business Strategy, Sourcing and Governance

This is the digital version of the printed book (Copyright © 2004). Proven Methods for Attracting, Interviewing, and Hiring Technical Workers Good technical people are the foundation on which successful high technology organizations are built. Establishing a good process for hiring such workers is essential. Unfortunately, the generic methods so often used for hiring skill-based staff, who can apply standardized methods to almost any situation, are of little use to those charged with the task of hiring technical people. Unlike skill-based workers, technical people typically do not have access to cookie-cutter solutions to their problems. They need to adapt to any situation that arises, using their knowledge in new and creative ways to solve the problem at hand. As a result, one developer, tester, or technical manager is not interchangeable with another. This makes hiring technical people one of the most critical and difficult processes a technical manager can undertake. Hiring the Best Knowledge Workers, Techies & Nerds: The Secrets & Science of Hiring Technical People takes the guesswork out of hiring and diminishes the risk of costly hiring mistakes. With the aid of step-by-step descriptions and detailed examples, you'll learn how to write a concise, targeted job description source candidates develop ads for mixed media review résumés quickly to determine Yes, No, or Maybe candidates develop intelligent, nondiscriminatory, interview techniques create fool-proof phone-screens check references with a view to reading between the lines extend an offer that will attract a win-win acceptance or tender a gentle-but-decisive rejection and more An effective hiring process is crucial to saving an organization the costs and consequences of a bad hiring decision. Not only is a bad hire costly in terms of recruiting expenses and the time spent hiring, it can also bog down or derail projects that may already be running late. You, your team, and your organization will live with the long-term consequences of your hiring decision. Investing time in developing a hiring strategy will shorten your decision time and the ramp-up time needed for each new hire. Technical leaders, project and program managers, and anyone putting together a team of technical workers will greatly benefit from this book.

A new economy is emerging. An economy that is transforming the fundamental rules of business. An economy based on exploiting knowledge and innovation. An economy where knowledge is the main source of wealth for regions, nations, enter prises and people. This new economy is based on economic values far removed from those of the industrial economy. Value has shifted towards intangibles and in particular towards increasing value by incorporating knowledge into services and products. The advent of this new economy is rapidly changing the role and structure of global business. Winning enterprises are those best able to harness the benefits and opportunities of information and communication technology, capitalize on their knowledge base and move at the speed of the market. Knowledge management lies at the heart of the European Community's competi tiveness strategy. The European Commission facilitates and supports applied research in knowledge management through its Information Society Technologies (IST) programme, a major theme of research and technological development within the European Union's Research and Technology Development Framework Programme. Specifically, the New Methods of Work and Electronic Commerce action of the 1ST programme supports long-term applied research in areas combin ing technological innovation with new work practices and advanced business and work models.

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.

Far beyond simple data archives and streamlined access, enterprise knowledge portals represent the future of corporate information management. Seamlessly interweaving three essential principles -- people, content, and technology -- an effective portal is the ultimate roadmap to every conceivable permutation of the components in a business's landscape.This prescient, authoritative book is a vital reference for anyone concerned with harvesting, creating, distributing, or analyzing company information. HR executives and IT professionals will learn not only how to create the atlas to their company's universe but also how to define and assign the roles and responsibilities that will ensure long-term efficacy and relevance. Companies will have the ability to:* Build technology around knowledge requirements, not the other way around* Customize desktop access around individual requirements and workstyles* Make better decisions as a result of quick access to crucial information* Maximize speed, efficiency, accuracy, and flexibility of knowledge transfer.

Knowledge Management Systems in Law Enforcement: Technologies and Techniques

Knowledge Solutions

Handbook on Business Process Management 1

Managing Knowledge Workers

Tools, Methods, and Approaches to Drive Organizational Performance

The Knowledge Work Factory: Turning the Productivity Paradox into Value for Your Business

This volume offers a simple, systematic guide to creating a knowledge sharing practice in your organization. It shows how to build the enabling environment and develop the skills needed to capture and share knowledge gained from operational experiences to improve performance and scale-up successes. Its recommendations are grounded on the insights gained from the past seven years of collaboration between the World Bank and its clients around the world—ministries and national agencies operating in various sectors—who are working to strengthen their operations through robust knowledge sharing. While informed by the academic literature on knowledge management and organizational learning, this handbook's operational background and many real-world examples and tips provide a missing, practical foundation for public sector officials in developing countries and for development practitioners. However, though written with a public sector audience in mind, the overall concepts and approaches will also hold true for most organizations in the private sector and the developed world.

Addresses the following questions: What is knowledge work? What are strategies and methods for increasing productivity, quality, effectiveness and value of knowledge work? Can knowledge workers be managed, and if yes, how? What are adequate methods for measuring performance of knowledge workers? Emerging business models, value configurations, and information technologies interact over time to create competitive advantage. Modern information technology has to be studied, understood, and applied along the time dimension of months and years, where changes are the rule. Such changes created by interactions between business elements and resources are very well suited for system dynamics modeling. Business Dynamics in Information Technology presents business-technology alignment processes, business-technology interaction processes, and business-technology decision processes, serving the purpose of helping the reader study information technology from a dynamic, rather than a static, perspective. By introducing two simple tools from system dynamic modeling - causal loops and reference modes - the dynamic perspective will become important to both students and practitioners in the future.

Annotation This book applies stages of growth model for knowledge management technology, where firms develop from the person-to-tools strategy, via the person-to-person strategy and the person-to-documents strategy.

A Handbook for Scaling Up Solutions through Knowledge Capturing and Sharing

Knowledge Management Systems: Value Shop Creation

Knowledge Management Strategies: A Handbook of Applied Technologies

Knowledge Asset Management

Landmarks of Tomorrow

Empowering Knowledge Workers

Business Dynamics in Information Technology

"This book considers ethical issues and social dilemmas at two levels: the individual vs. individual and the individual vs. the collective, providing a thorough treatment of these facets and demonstrating the philosophical underpinnings of each dimension of knowledge management"--Provided by publisher.

Managing Knowledge Workers provides practical, doable strategies for managing, motivating, and retaining knowledge workers, without breaking the bank. Managing Knowledge Workers focuses not just on understanding the value of knowledge in your organization, but on managing the human side of intellectual capital. Shows how to use other more powerful levers than money to attract and retain the knowledge workers. Provides hands-on advice on creating the right culture and environment through communication, involvement, consultation, and teamwork. Provides practical advice on how to handle new management challenges: how to manage knowledge you don't understand, how to encourage new knowledge to come forward, and much more. Features sample dialogues that offer concrete approaches to dealing with difficult real-life situations"e;With an insightfully crafted guide to the implementation of intellectual capital concepts, Frances Horibe has made a tremendous contribution to leveraging people and their knowledge in the context of the new economy."e;Hubert Saint-OngeSenior Vice President, Strategic CapabilitiesThe Mutual Group"e;Managing Knowledge Workers is an excellent reference guide, addressing the challenges all business leaders face in maximizing the creation of shareholder wealth by harnessing the human capital of a capable and committed workforce."e;Gordon J. FeeneyVice ChairmanRoyal Bank Financial Group"e;Provides a roadmap to optimizing our knowledge workers and maximizing our technology investment. Should be read by managers at all levels of the organization."e;Ken HenryVice President, Business ExcellenceManulife Financial"e;We've finally figured out that the proxy for business success is customer loyalty. Managing Knowledge Workers is essential reading for those wanting to understand how to ensure the loyalty of those people essential to achieving customer loyalty--our employees"e;David CarlsonA VP, Customer CareNewbridge Networks

Knowledge workers create the innovations and strategies that keep their firms competitive and the economy healthy. Yet, companies continue to manage this new breed of employee with techniques designed for the Industrial Age. As this critical sector of the workforce continues to increase in size and importance, that's a mistake that could cost companies their future. Thomas Davenport argues that knowledge workers are vastly different from other types of workers in their motivations, attitudes, and need for autonomy--and, so, they require different management techniques to improve their performance and productivity. Based on extensive research involving over 100 companies and more than 600 knowledge workers, Thinking for a Living provides rich insights into how knowledge workers think, how they accomplish tasks, and what motivates them to excel. Davenport identifies four major categories of knowledge workers and presents a unique framework for matching specific types of workers with the management strategies that yield the greatest performance. Written by the field's premier thought leader, Thinking for a Living reveals how to maximize the brain power that fuels organizational success. Thomas Davenport holds the President's Chair in Information Technology and Management at Babson College. He is director of research for Babson Executive Education; an Accenture Fellow; and author, co-author, or editor of nine books, including Working Knowledge: How Organizations Manage What They Know (HBS Press, 1997).

This book is open access under a CC BY-NC 3.0 IGO license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible “chunks,” it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; “cheat sheets” that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing countries.

The View from Inside

New Ways to Leverage Case Management

Next Generation Portal Solutions for Dynamic Information Access, Better Decision Making, and Maximum Results

Innovation in Adaptive Case Management

ECKM2007-Proceedings of the 8th European Conference on Knowledge Management

Strategic Knowledge Management Technology

The Informed Company

With the emergence of a new, powerful breed of organization--the knowledge organization--comes a bold challenge to the management of people. Employees with special cutting-edge knowledge and the ability to transform it into marketable goods and services cannot be managed in the old way. Only new ways and updated and adapted ways can work. Amar provides an in-depth understanding of who these knowledge workers are, and how to select, adapt, and develop new concepts, principles, strategies, and techniques to manage them effectively. With practical, ready-to-use assessment tools and instruments to redesign obsolescent management practices, this is an essential resource. The Fraunhofer Competence Center Knowledge Management presents in this second edition its up-dated and extended research results. In doing so it describes best practices in knowledge management from leading companies and shows how to integrate such activities into the daily business tasks and processes, how to motivate people and which capabilities and skills are required. It concludes with an overview of the leading knowledge management projects in several European countries.

Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world' s leading BPM thought leaders. This first volume focuses on arriving at a sound definition of BPM approaches and examines BPM methods and process-aware information systems. As such, it provides guidance for the integration of BPM into corporate methodologies and information systems. Each chapter has been contributed by leading international experts. Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM. The second edition of this handbook has been significantly revised and extended. Each

chapter has been updated to reflect the most current developments. This includes in particular new technologies such as in-memory data and process management, social media and networks. A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts. This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM.

Chock-full of valuable tips, techniques, illustrative real-world examples, exhibits, and best practices, this handy and concise paperback will help you stay up to date on the newest thinking, strategies, developments and technologies in knowledge management. Order your copy today!

Concepts, Methodologies, Tools, and Applications

10th IFIP WG 5.5 Working Conference on Virtual Enterprises, PRO-VE 2009, Thessaloniki, Greece, October 7-9, 2009, Proceedings

Introduction, Methods, and Information Systems

How Organizations Manage What They Know

Introduction to Evidence-Based Practice in Nursing and Health Care

Information Seeking and Knowledge Work on the World Wide Web

Best Practices for Knowledge Workers: Innovation in Adaptive Case Management

Empowering Knowledge Workers describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategists, and many others who have to think for a living. These are people who figure out what needs to be done, at the same time that they do it, and a new approach to support this kind of worker presents the logical starting point for understanding how to take advantage of ACM.

Get your organization's expertise out of its silos and make it flow-with lessons from over a decade of experience Looking at knowledge management in a holistic way, Mastering Organizational Knowledge Flow: How to Make Knowledge Sharing Work puts the proper emphasis on non-technical issues. As knowledge is deeply connected to humans, the author moves away from the often overused and therefore burned-out term "knowledge management" to the better-suited term "knowledge flow management." Provides lessons learned and case studies from real experience Discusses key knowledge flow components, success factors and traps, and where to start Covering topics such as the power of scaling, internal marketing, measuring success, cultural aspects of sharing, and the role of Web2.0,

Mastering Organizational Knowledge Flow: How to Make Knowledge Sharing Work allows you to stay up-to-date with today's knowledge flow management, and implement best practices to position your organization to take advantage of all of its assets.

The Second Edition of this best-selling text has been completely revised and updated with new insights, evidence, and references throughout every chapter. There are two new chapters -- Evidence-Based Regulation and Evidence-Based Leadership -- that expand on concepts and examine the framework of evidence-based management.

Landmarks of Tomorrow forecasts changes in three major areas of human life and experience. The first part of the book treats the philosophical shift from a Cartesian universe of mechanical cause to a new universe of pattern, purpose, and process. Drucker discusses the power to organize men of knowledge and high skill for joint effort and performance as a key component of this change. The second part of the book sketches four realities that challenge the people of the free world: an educated society, economic development, the decline of government, and the collapse of Eastern culture. The final section of the book is concerned with the spiritual reality of human existence. These are seen as basic elements in late twentieth-century society. In his new introduction, Peter Drucker revisits the main findings of Landmarks of Tomorrow and assesses their validity in relation to today's concerns. It is a book that will be of interest to sociologists, economists, and political theorists.

Mastering Organizational Knowledge Flow

Technologies and Techniques

Managing Knowledge Work and Innovation

Knowledge Work and Knowledge-intensive Firms

Knowledge Management Practice in Organizations: The View from Inside

Ethical Issues and Social Dilemmas in Knowledge Management: Organizational Innovation

Web Work

Best Practices for Knowledge Workers describes ACM in the current era of digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. You will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent automation, where technology doesn't merely replace human decision-making but extends the reach of the knowledge worker; making IoT data actionable. As Sandy Kemsley points out in her foreword: As adaptive case management (ACM) systems mature, we are moving beyond simple systems that allow knowledge workers to define ad hoc processes, to creating more intelligent systems that support and guide them. Knowledge workers still need to dynamically add information, define activities and collaborate with others in order to get their work done, but those are now just the table stakes in a world of big data and intelligent agents. To drive innovation and maintain operational efficiencies, we need to augment case work - typically seen as relying primarily on human intelligence - with machine intelligence. In other words, we need intelligent ACM. Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows these ground-breaking best-sellers on ACM; Thriving on Adaptability, Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews.

This influential book establishes the enduring vocabulary and concepts in the burgeoning field of knowledge management. It serves as the hands-on resource of choice for companies that recognize knowledge as the only sustainable source of competitive advantage going forward. Drawing from their work with more than thirty knowledge-rich firms, Davenport and Prusak--experienced consultants with a track record of success--examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate wisdom into market value. They categorize knowledge work into four sequential activities--accessing, generating, embedding, and transferring--and look at the key skills, techniques, and processes of each. While they present a practical approach to cataloging and storing knowledge so that employees can easily leverage it throughout the firm, the authors caution readers on the limits of communications and information technology in managing intellectual capital.

Best Practices for Knowledge WorkersInnovation in Adaptive Case ManagementFuture Strategies Inc.

Adaptive Case Management is ultimately about allowing knowledge workers to work the way that they want to work and to provide them with the tools and information they need to do so effectively. Surendra Reddy points out in his Foreword: "Imagine a fully integrated ACM system layered into the value stream of an enterprise. The customer support team is able to focus on customer needs, with easy access to the entire company's repertoire of knowledge, similar cases, information, and expertise, as if it were a service. To truly accommodate customers, companies must vest real power and authority in the people and systems that interact directly with customers, at the edge of the organization and beyond. ACM empowers the knowledge worker to collaborate, derive new insights, and fine tune the way of doing business by placing customers right in the center where they belong, to drive innovation and organizational efficiencies across the global enterprise. "It's a whole different thing; a new way of doing business that enables organizations to literally become one living-breathing entity via collaboration and adaptive data-driven biological-like operating systems. "ACM, in my opinion, is the future blueprint for the way of doing business." Thriving on Adaptability describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategists and many others who have to think for a living. These are people who figure out what needs to be done at the same time that they do it.

In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you have instructive examples to optimize your own organization. This important book follows the ground-breaking best-sellers in this series:"Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, "and "Mastering the Unpredictable " Thriving on Adaptability: Table of Contents Foreword ACM 2.0: Decoding the Business Genome; The power of Data-Driven Adaptive Process Management, Contextual Intelligence, Case-Based Reasoning, and Machine Learning Surendra Reddy Thriving on Adaptability, Introduction and Overview Layna Fischer, Future Strategies Inc. Part 1: About Case Management " My Sandbox, Your Sandbox Keith D Swenson " "Understanding and Evaluating Case Management Software Nathaniel G Palmer and Lloyd Dugan" "Ontology-based ACM - The Need for Truly Adaptive Systems Jurgen Kress, Clemens Utschig, Hajo Normann, Torsten Winterberg" "Combining Compliance with Flexibility; Real life experiences from Norwegian Public Sector Helle Frisak Sem, Steinar Carlsen, Gunnar John Coll" "Justice is Served through Production Case Management John T. Matthias" "Using Process Mining to Improve Adaptive Case Management Processes Dr. William A. Brantley" "Analyzing Communication Capabilities of CM/ACM Systems, with the help of Language/Action perspective lia Bider" "Enterprise as a System of Processes Alexander SAMARIN" Part 2: Real-World Award-Winning Case Studies "Cognocare, an ACM-based System for Oncology " " Crawford & Company, United States " "Infosys McCamish Systems, USA " "JuriShare - Contract Generation System " "The National Police Immigration Service, Norway " "The Office of Secretary to Govt of Federation of Nigeria " "Pershing LLC, a BNY Mellon Company, USA " "State of Hawaii, Department of Human Services, USA" "State of Maine, USA " "The Antwerp Port Authority, Belgium " "TIAA-CREF, USA " "WESTMED Practice Partners, USA "

Becoming a Knowledge-Sharing Organization

Stealth KM

Enterprise Knowledge Portals

Thinking for a Living

A Report on the New

Working Knowledge

Winning Knowledge Management Strategies for the Public Sector

We recognize knowledge management as a socio-technical phenomenon where the basic social constructs such as person, team, and organization require support from information communication technology applications. In an era of business transition, the effective management of knowledge is proposed as a strategy that effectively utilizes organizational intangible assets. Knowledge Management Strategies: A Handbook of Applied Technologies provides practical guidelines for the implementation of knowledge management strategies through the discussion of specific technologies and taxonomies of knowledge management applications. A critical mass of some of the most sought-after research of our information technology and business world, this book proves an essential addition to every reference library collection.

Insider's view of how public sector employees can drive successful knowledge management initiatives and counter resistance.

"This book is based on the premise that it is difficult, if not impossible, to manage a modern business or public organization without at least some knowledge of the planning, use, control and benefits of information technology"--Provided by publisher.

Learn how to manage a modern data stack and get the most out of data in your organization! Thanks to the emergence of new technologies and the explosion of data in recent years, we need new practices for managing and getting value out of data. In the modern, data driven competitive landscape the "best guess" approach--reading blog posts here and there and patching together data practices without any real visibility--is no longer going to hack it. The Informed Company provides definitive direction on how best to leverage the modern data stack, including cloud computing, columnar storage, cloud ETL tools, and cloud BI tools. You'll learn how to work with Agile methods and set up processes that's right for your company to use your data as a key weapon for your success . . . You'll discover best practices for every stage, from querying production databases at a small startup all the way to setting up data marts for different business lines of an enterprise. In their work at Chartio, authors Fowler and David have learned that most businesspeople are almost completely self-taught when it comes to data. If they are using resources, those resources are outdated, so they're missing out on the latest cloud technologies and advances in data analytics. This book will firm up your understanding of data and bring you into the present with knowledge around what works and what doesn't. Discover the data stack strategies that are working for today's successful small, medium, and enterprise companies Learn the different Agile stages of data organization, and the right one for your team Learn how to maintain Data Lakes and Data Warehouses for effective, accessible data storage Gain the knowledge you need to architect Data Warehouses and Data Marts Understand your business's level of data sophistication and the steps you can take to get to "level up" your data The Informed Company is the definitive data book for anyone who wants to work faster and more nimbly, armed with actionable decision-making data.

A Handbook of Applied Technologies

Effective Knowledge Work

How to Get Better Performances And Results from Knowledge Workers

Knowledge Management

Unleashing Innovation and Productivity

What's Best Next

How the Gospel Transforms the Way You Get Things Done

Collaborative Networks A Tool for Promoting Co-creation and Innovation The collaborative networks paradigm offers powerful socio-organizational mechanisms, supported by advanced information and communication technologies for promoting innovation. This, in turn, leads to new products and services, growth of better customer relationships, establishing better project and process management, and building higher-performing consortia. By putting diverse entities that bring different perspectives, competencies, practices, and cultures, to work together, collaborative networks develop the right environment for the emergence of new ideas and more efficient, yet practical, solutions. This aspect is particularly important for small and medium enterprises which typically lack critical mass and can greatly benefit from participation in co-innovation networks. However, larger organizations also benefit from the challenges and the diversity found in collaborative ecosystems. In terms of research, in addition to the trend identified in previous years toward a sounder consolidation of the theoretical foundation in this discipline, there is now a direction of developments more focused on modeling and reasoning about new collaboration patterns and their contribution to value creation. " Soft issues, " including social capital, cultural aspects, ethics and value systems, trust, emotions, behavior, etc. continue to deserve particular attention in terms of modeling and reasoning. Exploitation of new application domains such as health care, education, and active aging for retired professionals also help identify new research challenges, both in terms of modeling and ICT support development.

This book provides a critical understanding of some basic aspects of knowledge-intensive work and organizations. The author adopts a social constructivist approach and explores the management and analytical challenges of knowledge-intensive firms. It will be key reading for academics, researchers, and advanced students in organization studies, knowledge management, and innovation. - ;This book addresses the concept of knowledge, and its use in the contexts of work and organizations. It provides a critical understanding of current approaches to knowledge management, organization, and the 'knowl.

This book brings together three great motifs of the network society: the seeking and using of information by individuals and groups; the creation and application of knowledge in organizations; and the fundamental transformation of these activities as they are enacted on the Internet and the World Wide Web. Of the three, the study of how individuals and groups seek information probably has the longest history, beginning with the early "information needs and uses" studies soon after the Second World War. The study of organizations as knowledge-based social systems is much more recent, and really gained momentum only within the last decade or so. The study of the World Wide Web as information and communication media is younger still, but has generated tremendous excitement, partly because it has the potential to reconfigure the ways in which people seek information and use knowledge, and partly because it offers new methods of analyzing and measuring how in fact such information and knowledge work gets done. As research endeavors, these streams overlap and share conceptual constructs, perspectives, and methods of analysis. Although these overlaps and shared concerns are sometimes apparent in the published research, there have been few attempts to connect these ideas explicitly and identify cross-disciplinary themes. This book is an attempt to fill this void. The three authors of this book possess contrasting backgrounds and thus adopt complementary vantage points to observe information seeking and knowledge work.

Aimed at students and practitioners in knowledge management across a range of sectors, this book addresses the problems of managing knowledge and the needs of knowledge workers, as well as providing coverage of theoretical debates and best practice in knowledge management.

Value Shop Creation

Organizational Innovation

Essentials of Knowledge Management

The Secrets & Science of Hiring Technical People

Turning the Productivity Paradox into Value for Your Business

Thriving on Adaptability

How to Build Modern Agile Data Stacks that Drive Winning Insights

This book combines knowledge management with other subject areas within the management information systems field using contingent approaches to linking knowledge management to other IT management topics and its uses.

Unlock your company ' s true potential by eliminating knowledge work waste that ' s hiding in plain sight. Back in 1987, Nobel laureate Robert Solow quipped, " You can see the computer age everywhere but in the productivity statistics. " This costly condition soon became known as the " productivity paradox. " Why does it persist today? Why do knowledge workers spend a third of their days on needless correction, avoidable work and overservice, despite existing office technology that could help, even automate, their actions? And why does nobody notice? The answers—and solutions—are in this book. The Knowledge Work Factory uncovers the well-intentioned waste that hides in plain sight within virtually every organization. It reveals the ingrained perceptual biases that trick our brains into accepting the status quo and missing breakthrough opportunities. It draws stunning parallels to industrial production, which cracked this very code over 100 years ago. Most importantly, it gives you an easy-to-follow, one-stop guide to boost efficiency, productivity, and morale among the very knowledge workers who struggle under the burden of the productivity paradox. Discover your organization ' s true, untapped capacity. Maximize the productivity of every single knowledge worker. Uncover " better-than-best practices. " Reap benefits that drop straight to the bottom line. The power is in your hands—with The Knowledge Work Factory.

This book presents research and trends in using knowledge management to aid police activities. Ideas are presented to bring knowledge to bear in law enforcement, and prepare police officers for a more knowledge-intensive field.

Beyond the Process-centred and Product-centred Approaches

ECKM

Best Practices for Knowledge Workers