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The Social Software Perspective



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Knowledge Networks: The Social Software Perspective

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Table of Contents

Foreword	xvii
Chapter I	
A Knowledge Strategy Oriented Framework for Classifying Knowledge Management Tools	1
<i>Gianluca Elia, University of Salento, Lecce – Italy</i>	
<i>Angelo Corallo, University of Salento, Lecce – Italy</i>	
Chapter II	
Social Software for Bottom-Up Knowledge Networking and Community Building.....	17
<i>Mohamed Amine Chatti, RWTH Aachen University, Germany</i>	
<i>Matthias Jarke, RWTH Aachen University, Germany</i>	
Chapter III	
Weaving a Knowledge Web with Wikis.....	28
<i>Kevin R. Parker, Idaho State University, USA</i>	
<i>Joseph T. Chao, Bowling Green State University, USA</i>	
Chapter IV	
Media Centric Knowledge Sharing on the Web 2.0	46
<i>Marc Spaniol, Max Planck Institute for Computer Science, Germany</i>	
<i>Ralf Klamma, RWTH Aachen University, Germany</i>	
<i>Yiwei Cao, RWTH Aachen University, Germany</i>	
Chapter V	
E-Democracy: The Social Software Perspective	61
<i>Pascal Francq, Université Libre de Bruxelles, Belgium</i>	
Chapter VI	
Community and Collaboration Tools to Frame the New Working Environment: The Banking Industry Case	74
<i>Mariano Corso, Polytechnic of Milano, Italy</i>	
<i>Antonella Martini, University of Pisa, Italy</i>	
<i>Alessandro Piva, Polytechnic of Milano, Italy</i>	

Chapter VII

Who Talks with Whom: Impact of Knowledge Sharing in the Value Network of Born Globals 87

Seppo J. Hänninen, Helsinki University of Technology, Finland

Pekka Stenholm, George Mason University, USA

T. J. Vapola, Helsinki School of Economics, Finland

Ilkka Kauranen, Asian Institute of Technology, Finland

Chapter VIII

Illustrating Knowledge Networks as Sociograms 96

Stefan Hrastinski, Uppsala University, Sweden

Chapter IX

Web 2.0 Collaborative Learning Tool Dynamics..... 105

Marianna Vivitsou, University of Helsinki, Finland

Niki Lambropoulos, London South Bank University, UK

*So.a Papadimitriou, Greek Educational Television, Greek Ministry of Education &
Religious Affairs, Greece*

Alexandros Gkikas, Greek Ministry of Education & Religious Affairs, Greece

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Chapter X

Knowing in Organizations: Pheno-Practical Perspectives 131

Wendelin Kupers, Massey University, New Zealand

Chapter XI

Evaluating the Learning Effectiveness of Collaborative Problem Solving in

Computer-Mediated Settings 151

Ourania Petropoulou, University of Piraeus, Greece

Georgia Lazakidou, University of Piraeus, Greece

Symeon Retalis, University of Piraeus, Greece

Charalambos Vrasidas, CARDET, Cyprus

Chapter XII

Acquiring and Sharing Knowledge Through Inter-Organizational Benchlearning 168

Jeanette Lemmergaard, University of Southern Denmark, Denmark

Chapter XIII

Virtual Worlds as Environment for Learning Communities 181

Max Seneges, Dachsweg 4a, Germany

Marc Alier, Sciences of Education Institute, UPC, Spain

Chapter XIV

Corps of Engineers Natural Resources Management (NRM) Gateway: Communities “in” Practice.....	199
<i>Bonnie F. Bryson, U. S. Army Corps of Engineers, USA</i>	
<i>M. Kathleen Perales, U. S. Army Corps of Engineers, USA</i>	
<i>R. Scott Jackson, U. S. Army Corps of Engineers, USA</i>	
<i>Virginia L. Dickerson, U. S. Army Corps of Engineers, USA</i>	

Chapter XV

A Complex Adaptive Systems-Based Enterprise Knowledge Sharing Model.....	217
<i>Cynthia T. Small, The MITRE Corporation, USA</i>	
<i>Andrew P. Sage, George Mason University, USA</i>	

Chapter XVI

Facilitating E-Learning with Social Software: Attitudes and Usage from the Student’s Point of View	237
<i>Reinhard Bernsteiner, University for Health Sciences, Medical Informatics and Technology, Austria</i>	
<i>Herwig Ostermann, University for Health Sciences, Medical Informatics and Technology, Austria</i>	
<i>Roland Staudinger, University for Health Sciences, Medical Informatics and Technology, Austria</i>	

Chapter XVII

Enlivening the Promise of Education: Building Collaborative Learning Communities Through Online Discussion	257
<i>Kuldip Kaur, Open University Malaysia, Malaysia</i>	

Chapter XVIII

Towards an Integrated Model of Knowledge Sharing in Software Development: Insights from a Case Study	280
<i>Karlheinz Kautz, Copenhagen Business School, Denmark</i>	

Chapter XIX

E-Collaboration and E-Commerce in Virtual Worlds: The Potential of Second Life and World of Warcraft	308
<i>Ned Kock, Texas A&M International University, USA</i>	

Chapter XX	
Socializing a Knowledge Strategy	320
<i>Peter H. Jones, Redesign Research, USA</i>	
Compilation of References	351
About the Contributors	388
Index	397

Detailed Table of Contents

Foreword	xvii
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Chapter I

A Knowledge Strategy Oriented Framework for Classifying Knowledge Management Tools	1
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Gianluca Elia, University of Salento, Lecce – Italy

Angelo Corallo, University of Salento, Lecce – Italy

Many classifications and taxonomies of knowledge management tools highlight mainly specific characteristics and features of a single tool, by ignoring the holistic and systematic dimension of the classification, and the explicit elements of linking with the knowledge management strategy. This chapter aims at proposing a general framework that integrates the technological side of knowledge management with the strategic one. Thus, this framework could represent a powerful instrument to guide knowledge engineers in the implementation phase of a knowledge management system, coherently with strategical choices for knowledge management. Chapter is articulated in two main parts: the first one is focused on reminding some relevant approaches to knowledge management (Hoffmann 2001; Skyrme 2000; Ruggles 1997; Radding 1998; Maier 2002); the second part presents the framework, with a detailed description of its components.

Chapter II

Social Software for Bottom-Up Knowledge Networking and Community Building.....	17
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Recognizing that knowledge is a key asset for better performance and that knowledge is a human and social activity, building ecologies that foster knowledge networking and community building becomes crucial. Over the past few years, social software has become an important medium to connect people, bridge communities, and leverage collaborative knowledge creation and sharing. In this chapter we explore how social software can support the building and maintaining of knowledge ecologies and discuss the social landscape within different social software mediated communities and networks.