

Best Practices For Knowledge Workers: Innovation In Adaptive Case Management

Competing with IT takes a strategic approach to managing the realization of benefits from IT. With a benefits-led approach it emphasizes IT as an enabler of business innovation and a means to create value for customers, employees and other stakeholders, which as a result create value for the organization and deliver competitive advantage. Designed specifically for the needs of MBA students, this succinct introductory text provides insight into key principles and offers guidance on how to succeed in practice by building a leadership "lookik" for the strategic management of projects and the overall IT portfolio. Underpinned by sound MA26 theory and linked to best practice it is the ideal MBA course text. • Allows students to apply their knowledge and explore real-world issues through case studies and examples • Brings together benefits-led and agile approaches to projects in an innovative framework • Combines extensive practical experience with the latest MA26 thinking and research

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.

Constructing the Infrastructure for the Knowledge Economy: Methods and Tools, Theory and Practice is the proceedings of the 12th International Conference on Information Systems Development, held in Melbourne, Australia, August 29-31, 2003. The purpose of these proceedings is to provide a forum for research and practice addressing current issues associated with Information Systems Development (ISD). ISD is undergoing dramatic transformation; every day, new technologies, applications, and methods raise the standards for the quality of systems expected by organizations as well as end users. All are becoming more dependent on the systems reliability, scalability, and performance. Thus, it is crucial to exchange ideas and experiences, and to stimulate exploration of new solutions. This proceedings provides a forum for just that, addressing both technical and organizational issues.

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.

Conceptual Modeling
Technologies and Techniques
Value Assessment, Methods, and Application Tools
Leveraging Knowledge for Innovation in Collaborative Networks
Rise of the Knowledge Worker
Knowledge Service Engineering Handbook
Technology Best Practices

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.

This book constitutes the refereed proceedings of the 35th International Conference on Conceptual Modeling, ER 2017, held in Valencia, Spain, in November 2017. The 28 full and 10 short papers presented together with 1 full & 6 keynotes were carefully reviewed and selected from 153 submissions. This events covers a wide range of follow-up topics: Conceptual Modeling Methodology, Conceptual Modeling and Requirements, Foundations, Conceptual Modeling in Specific Context, Conceptual Modeling and Business Processes, Model Efficiency, and Ontologies.

This volume focuses on the latest findings concerning financial environment research and the effects on business. Major topics addressed range from finance-driven globalization, contagion risk transmission, financial sustainability, and bank efficiency, to oil price shocks and spot prices research. Further topics include family business, business valuation, public sector development and business organization in the globalized environment. This book features selected peer-reviewed articles from the 16th EBES conference in Istanbul, where over 270 papers were presented by 478 researchers from 56 countries.

Today, opportunities and challenges of available technology can be utilized as strategic and tactical resources for your organization. Conversely, failure to be current on the latest trends and issues of IT can lead to ineffective and inefficient management of IT resources. Managing Information Technology in a Global Economy is a valuable collection of papers that presents IT management perspectives from professionals around the world. The papers introduce new ideas, refine old ones and possess interesting scenarios to help the reader develop company-sensitive management strategies.

Business Process Management Workshops

Talent Management of Knowledge Workers

How Knowledge Workers Get Things Done

Leading a Digital Business

The View from Inside

Methods and Tools, Theory and Practice

Knowledge Management Tools and Techniques

Freelancers possess a tremendous amount of knowledge, skill, and ability. Identifying, defining, and implementing talent management strategies aimed at ensuring the effective management of non-traditional knowledge employees in an organization are the key themes of this book.

Communities of Practice are accessible to both experts and new members of a particular community with diverse academic and cultural backgrounds as well as varying social expectations and experiences. Despite the tremendous opportunities for collective learning and knowledge sharing that Communities of Practice offer, not enough is known about these communities in emerging economies and their potential to facilitate cooperation between experts from around the world. Organizational Knowledge Facilitation through Communities of Practice and Emerging Markets seeks to fill the knowledge gap surrounding Communities of Practice and their role within developing nations. Focusing on critical topics related to different types of knowledge communities and the ways in which such communities generate innovation, this research-based publication is an ideal reference source for academics, business professionals, researchers, entrepreneurs, and those currently studying at the graduate level.

Knowledge management (KM) - or the practice of using information and collaboration technologies and processes to capture organizational learning and thereby improve business performance - is becoming one of the key disciplines in management, especially in large companies. Many books, magazines, conferences, vendors, consultancies, Web sites, online communities and email lists have been formed around this concept. This practical book focuses on the vast offerings of KM solutions—technology, content, and services. The focus is not on technology details, but on how KM and IT practitioners actually use KM tools and techniques. Over twenty case studies describe the real story of choosing and implementing various KM tools and techniques, and experts analyse the trends in the evolution of these technologies and tools, along with opportunities and challenges facing companies harnessing them. Lessons from successes and failures are drawn, along with roadmaps for companies beginning or expanding their KM practice. The introductory chapter presents a taxonomy of KM tools, identifies IT implications of KM practices, highlights lessons learned, and recommendations for companies using these tools. Relevant literature on KM practices and key findings of market research groups and industry consortia such as IDC, Gartner and APOC, are presented. The majority of the book is devoted to case studies, featuring clients and vendors along the entire spectrum of solutions: hardware (e.g. handheld/wearable devices), software (e.g. analytics, collaboration, document management) and content (e.g. newsteeds, market research). Each chapter is structured along the "8Cs" framework developed by the author: connectivity, content, community, commerce, community, capacity, culture, cooperation and capital. In other words, each chapter addresses how appropriate KM tools and technologies help a company on specific fronts such as fostering adequate employee access to knowledge bodies, user-friendly work-oriented content, communities of practice, a culture of knowledge, learning capacity, a spirit of cooperation, commercial and other incentives, and carefully measured capital investments and returns. Vendor history, product/service offerings, implementation details, client testimonials, ROI reports, and future trends are highlighted. Experts in the field then provide third-party analysis on trends in KM tools and technique areas, and recommendations for KM practitioners.

This substantial and enriched second edition of the book includes evolution of IT applications in business over last five decades, to enable readers in understanding how IT offers newer solutions to modern business. It also discusses the knowledge management systems, various e-business models including e-marketing, Internet architecture and business technology (e-BTM) and e-commerce. The unique arrangement of the contents in the book exposes the readers from the basics of IT (hardware, software and data) to all potential IT applications viz. data and transaction processing, MIS and EIS, business integration, CRM, business intelligence, decisions support systems, data warehouse and data mining, which bring tactical and strategic benefits to business. How technology benefits business, is the core of this book. The book also explains the newer contributions of IT to business, enormity of business processes and management functions, what the business expects from the technology, systems audit and controls and software engineering and various techniques which lead to reliable, accurate, and secured deployment of IT applications in business. The text is highly practice oriented and is illustrated with a number of real-life examples and case studies. How IT resources are to be acquired and managed, are also discussed, in great detail. The book is designed for the postgraduate students pursuing business management and computer applications. Besides, the managers in all business verticals and functions will also find this book of immense use to them.

Five Key Principles to Accelerate Results

Value Shop Creation

A Report on the New

Novel Methods and Technologies for Enterprise Information Systems

Radically Rethinking Management for a Volatile World

Organizational Knowledge Facilitation through Communities of Practice in Emerging Markets

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 relation 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.

What is underlying marketing and sales? Technology marketing teams are under pressure to be more accountable and deliver measurable results that demonstrate an effective return on investment. To add to the complexity, the market for technology products and services is global, with continuing growth in both developed and developing territories. Taking Technology to the Market provides a practical guide to the critical success factors in marketing technology. It uses a project-based approach, providing comprehensive guidelines for key strategic and tactical marketing programmes. The book will help you improve your chances of developing a winning marketing programme by providing essential steps to success and insight into best practice. Individual chapters provide self-contained guides to planning specific marketing tasks. The range of tasks covers the most common challenges facing marketing teams in technology companies. The book will help you understand the key success factors for overcoming a range of marketing challenges and give you the tools to put specific programmes into action quickly and effectively. The technology sector is a global business characterised by short product cycles, rapid change, longer-term customer relationships, complex decision-making processes, high levels of collaboration and partnership with customers and the supply chain, diverse channels to market and an emphasis on the value of information. These factors make the marketing of technology products and services a distinct discipline within the overall marketing spectrum to which Taking Technology to the Market is the definitive guide.

It is a great pleasure to share with you the Springer LNCS proceedings of the Second World Summit on the Knowledge Society, WSKS 2009, organized by the Open - search Society, Ngo, http://www.open-knowledge-society.org, and held in Samaria Hotel, in the beautiful city of Chania in Crete, Greece, September 16-18, 2009. The 2nd World Summit on the Knowledge Society (WSKS 2009) was an international scientific and humanistic event also addressing business developing, implementing and intensively using enterprise information systems. To master the challenges of enterprise information systems comprehensively, the ERP Future 2013 Research conference accepted contributions with a business as well as an IT focus to consider enterprise information systems from various viewpoints. This combination of business and IT aspects is a unique characteristic of the conference that resulted in several valuable contributions with high theoretical as well as practical impact.

This volume presents the revised and peer reviewed contributions of the 'ERP Future 2013' conference held in Vienna/Austria on November 12-13th, 2013. The ERP Future 2013 Research conference is a scientific platform for research on enterprise information systems in general and specifically on core topics like business process management (BPM), business intelligence (BI) and enterprise resource planning (ERP). Besides the main event also addresses business developing, implementing and intensively using enterprise information systems. To master the challenges of enterprise information systems comprehensively, the ERP Future 2013 Research conference accepted contributions with a business as well as an IT focus to consider enterprise information systems from various viewpoints. This combination of business and IT aspects is a unique characteristic of the conference that resulted in several valuable contributions with high theoretical as well as practical impact.

Strategic HRM: Research and Practice in Ireland provides an integrated overview of the theory and practice of strategic human resource management (SHRM), including a critical analysis of its relevance, application and development in an Irish context. Each of the chapters in this collection carefully considers global progress and debates in SHRM before examining how Irish research evidence contributes to these debates. Focusing on progress, practice, context and challenges, the contributors explore: The status of SHRM in IrelandSHRM in the recessionTalent managementEmployee voicePay and performanceKnowledge and learningInternational HRMSHRM in small and medium-sized enterprisesSHRM in healthCareers and career developmentThe limitations of SHRM Featuring contributions from twenty-one leading Irish academics, Strategic HRM: Research and Practice in Ireland brings together a wealth of evidence on SHRM in Ireland. This book is an invaluable resource for undergraduate, postgraduate and doctoral students interested in exploring contemporary developments and research in SHRM, while also serving as a reflective resource for experienced executives.

Empowering Knowledge Workers describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategist, 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 their talents.

Handbook of Research on Knowledge Management for Contemporary Business Environments

Concepts, Methodologies, Tools, and Applications

A Guide to the Critical Success Factors in Marketing Technology

Thinking for a Living: The Coming Age of Knowledge Work

Knowledge Management Systems in Law Enforcement: Technologies and Techniques

ERP Future 2013 Conference, Vienna, Austria, November 2013, Revised Papers

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.

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. How Knowledge Workers Get Things Done describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategist, 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 their talents.

Keith Swenson points out, "We are seeing a fundamental shift in our workforce, and in the ways they need to be managed. Not only are companies engaging their customers in new ways, but managers are engaging workers in similarly transformed ways." In award-winning case studies covering industries as 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, 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.

Award-winning strategies to drive game changing meaningful results during the most challenging era in decades Drawing from executive and thought leader Bob Paladino's research and advisory experiences and collaboration with award-winning and high-performing organizations, this sequel his global best seller Innovative Corporate Performance Management: Five Key Principles to Accelerate Results provides a clear road map for executing enterprise strategy. Reveals a proven implementation model that has accelerated breakthrough results Shares over 40 new, innovative best practices common to Malcolm Baldrige, Balanced Scorecard Hall of Fame, Steving Quality, Fortune 100 Best, APOC, and Forbes award winners Provides a CRM Process Blueprint and diagnostic to score your organization and establish a plan for your award winning performance Offers a fresh approach to integrating proven methodologies proven by case companies that have been awarded over 100 awards Includes key process maps, strategic planning frameworks, strategy maps, customer and competitor intelligence methods, balanced scorecards, comparative tables, project plans, testimonials, charts, graphs, and screen shots of CRM, CRM, BSC and KM systems All-new case studies and best practice research are included from world-renowned enterprises as well as insights from executives who have won the most globally recognized awards in business.

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

Best Practices for the Knowledge Society, Knowledge, Learning, Development and Technology for All

Strategic HRM

Research and Practice in Ireland

Innovation In Adaptive Case Management

Introduction to Evidence-Based Practice in Nursing and Health Care

New Ways to Leverage Case Management

Taking Technology to the Market

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 p-moting 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 co-laboration 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 m-eiling and ICT support development.

"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.

This book constitutes revised papers from the eight International Workshops held at the 16th International Conference on Business Process Management, BPM 2018, in Sydney, Australia, in September 2018. BPI 2018: 14th International Workshop on Business Process Intelligence; BPMS2 2018: 11th Workshop on Social and Human Aspects of Business Process Management; PODS4H 2018: 1st International Workshop on Process-Oriented Data Science for Healthcare; AI4BPM 2018: 1st International Workshop on Artificial Intelligence for Business Process Management; CCBPM 2018: 1st International Workshop on Emerging Computing Paradigms and Context in Business Process Management; BP-Meet-IoT / PO 2018: Joint Business Processes Meet the Internet-of-Things and Process Querying Workshop; DeHMIMoP 2018: 1st Declarative/Decision/Hybrid Mining and Modelling for Business Processes Workshop; REBM /EdForum 2018: Joint Requirements Engineering and Business Process Management Workshop and Education Forum The 45 full papers presented in this volume were carefully reviewed and selected from 90 submissions.

How do you take a forward-looking perspective in identifying knowledge workers research related to market response and models? Are there any constraints known that bear on the ability to perform knowledge workers work? How is the team addressing them? What are the knowledge workers investment costs? What vendors make products that address the knowledge workers needs? Who should resolve the knowledge workers issues? Defining, designing, creating, and implementing a process to solve a challenge or meet an objective is the most valuable role...In EVERY group, company, organization and department. Unless you are talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are we really trying to accomplish here?' And is there a different way to look at it?' This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CxO etc... - they are the people who rule the future. They are the person who asks the right questions to make Knowledge Workers investments work better. This Knowledge Workers All-Inclusive Self-Assessment enables You to be that person. All the tools you need to an in-depth Knowledge Workers Self-Assessment. Featuring 926 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Knowledge Workers improvements can be made. In using the questions you will be better able to: - diagnose Knowledge Workers projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in Knowledge Workers and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the Knowledge Workers Scorecard, you will develop a clear picture of which Knowledge Workers areas need attention. Your purchase includes access details to the Knowledge Workers self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Knowledge Workers Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

Managing Information Technology in a Global Economy

Innovative Corporate Performance Management

Knowledge Management Systems: Value Shop Creation

Strategic Knowledge Management Technology

Financial Environment and Business Development

Landmarks of Tomorrow

BPM 2018 International Workshops, Sydney, NSW, Australia, September 9-14, 2018, Revised Papers

This volume presents the revised and peer reviewed contributions of the 'ERP Future 2013' conference held in Vienna/Austria on November 12-13th, 2013. The ERP Future 2013 Research conference is a scientific platform for research on enterprise information systems in general and specifically on core topics like business process management (BPM), business intelligence (BI) and enterprise resource planning (ERP). Besides the main event also addresses business developing, implementing and intensively using enterprise information systems. To master the challenges of enterprise information systems comprehensively, the ERP Future 2013 Research conference accepted contributions with a business as well as an IT focus to consider enterprise information systems from various viewpoints. This combination of business and IT aspects is a unique characteristic of the conference that resulted in several valuable contributions with high theoretical as well as practical impact.

Strategic HRM: Research and Practice in Ireland provides an integrated overview of the theory and practice of strategic human resource management (SHRM), including a critical analysis of its relevance, application and development in an Irish context. Each of the chapters in this collection carefully considers global progress and debates in SHRM before examining how Irish research evidence contributes to these debates. Focusing on progress, practice, context and challenges, the contributors explore: The status of SHRM in IrelandSHRM in the recessionTalent managementEmployee voicePay and performanceKnowledge and learningInternational HRMSHRM in small and medium-sized enterprisesSHRM in healthCareers and career developmentThe limitations of SHRM Featuring contributions from twenty-one leading Irish academics, Strategic HRM: Research and Practice in Ireland brings together a wealth of evidence on SHRM in Ireland. This book is an invaluable resource for undergraduate, postgraduate and doctoral students interested in exploring contemporary developments and research in SHRM, while also serving as a reflective resource for experienced executives.

Empowering Knowledge Workers describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategist, 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 their talents.

This book focuses on understanding the strategic role of the knowledge workers in companies, especially in creating an innovative company. The author presents the 'Sknovinnov method' and a decision-making model for the assessment of the value of strategic knowledge resources in companies. This method and its approach can be used as excellent tools for a quantitative knowledge analysis in an economic viewpoint. The IT tool that is developed for this method offers support in decision making at a strategic level regarding the profitability of any investment in employee qualifications and skills. The tool also connects the selected determinants described in an innovative company with the value of the personnel usefulness function, enabling the assessment of the rationality and effectiveness of knowledge. HR managers and knowledge management consultants for innovative companies would find this book and the IT tools presented specially useful. This book also adds value to researchers dealing with analysis of quantitative and qualitative methods in intellectual capital research.

Global Practices in Knowledge Management for Societal and Organizational Development

