

Table of Contents

Preface	ix
Invited Talk: Taking a Knowledge Perspective - The Future of Knowledge <i>Laurence Prusak</i>	1
Core Knowledge Management in a Designer Community of the Automotive Field <i>Stefania Bandini, Sara Manzoni, and Fabio Sartori</i>	3
“KT” CarePacks - Collaboration Patterns for Knowledge Transfer: Learning from IS/IT-Outsourcing Case at a Swiss Financial Institution <i>Malgorzata Bugajska</i>	17
Knowledge Artifacts as Bridges between Theory and Practice: The Clinical Pathway Case <i>Federico Cabitza, Carla Simone, and Marcello Sarini</i>	37
Managing Knowledge in Urban Planning: Can Memory Support Systems Help? <i>Adele Celino, Grazia Concilio, and Anna De Liddo</i>	51
Building a Framework for Actions and Roles in Organizational Knowledge Transfer <i>Alexander Hoffmann</i>	67
CoLinK: Cooperative Knowledge Management for Engineering Teams <i>Michael Klingemann and Jürgen Friedrich</i>	81

Conceptual Model of Activity as Tool for Developing a Dementia Care Support System <i>Helena Lindgren</i>	97
On Problems, Requirements and Solution Approaches when Supporting Knowledge Intensive Processes in Industry <i>Christian Lütke Entrup and Thomas Barth</i>	111
Third Generation Knowledge Management in Action: Relational Practices in Swiss Companies <i>Jens O. Meissner and Patricia Wolf</i>	125
Knowledge Management-in-action in an EUD-oriented Software Enterprise <i>Bernhard Nett, Johanna Meurer, and Gunnar Stevens</i>	139
Business Finder – A Tool for Regional Networking among Organizations <i>Tim Reichling, Benjamin Moos, and Volker Wulf</i>	151
Knowledge Management Capability Framework <i>Birinder Sandhawalia and Darren Dalcher</i>	165
DYONIPPOS: Proactive Support of Knowledge Processes <i>Silke Weiß, Josef Makolm, and Doris Reisinger</i>	181
A Community of Knowledge Management Practitioners: Mirroring Power across Social Worlds <i>Hiroko Wilensky, Norman Makoto Su, David Redmiles, and Gloria Mark</i>	195
Author Index	209