
BIBLIOGRAPHY FOR BOSTON KM FORUM, MARCH 18, 2010: FRAPPAOLO PRESENTATION

Frappaolo, Carl. **Knowledge Management**. W. Sussex, England: Capstone publishing ltd., 2006, 136p.

Excellent introduction and definitions for work in KM. In addition to anecdotes from enterprise adoption and resources, the book provides a 10 step guide to making knowledge management work providing context for how people, culture and other aspects of the KM ecosystem fit together.

Reid, Carolina M. **KM at Work: A Look at How Organizations Maximize Knowledge to Deliver Results**. Econtentmag.com, 11/13/2009, 5p.

"There is a fierce debate in the KM community between the old-school KM people and the collaborative technology/ Web 2.0 folks as to whether a wiki or message board constitutes knowledge management. Fuze CEO Chuck Van Court says, "Integrating a forum or other community technology with a knowledgebase can provide a valuable source of new knowledgebase content, but it will do absolutely nothing to evolve existing content...."

Lamont, Judith. **KM past and future: Web 2.0 kicks it up a notch**. KMWorld, 12/28/2008, 4p.

With comments by Jordan Frank of Traction Software, Matt Kodama of Endeca and Rebecca Thompson of Vivisimo about Velocity.

The connection between technology tools and KM is articulated in this quote by Jerome Nadel: "Those changes represent the growing recognition that effective user experience design is a linchpin for KM. Jerome Nadel, chief experience officer at Human Factors International, emphasizes that user experience design is about deploying systems that address organizational goals as well as satisfying users. "Effective user experience design is persuasive—it ensures that a site or application influences the user toward the desired behavior," he says. "It presents KM tools in context to enable and encourage usage and contribution."

McAfee, Andrew. **Writing the book on Enterprise 2.0**, [an interview with Hugh McKeller of KMWorld] KMWorld, 09/10/2009, 3p.