

**Bibliography on "Knowledge Transfer" - Boston KM Forum, Aug. 17, 2006**

prepared by LWM Technology Services Printed: 08/16/06 21:12

Buchanan, Leigh

***The CIO role : the medium and the message***

9p. CIO magazine

07/01/1995

[http://www.cio.com/archive/rc\\_mdium.htm](http://www.cio.com/archive/rc_mdium.htm)

At Polaroid, Jane Linder says "I want to concentrate less on the library and transaction-flow functions and more on the critical drivers and implications of information...Every information-management professional who pushes back on an information request and says, 'Let me understand how you're going to use this data,' is moving this way, but they have to be willing to take accountability for a piece of analysis that doesn't have a computer attached to it....At Buckman Laboratories Victor Baillargeon is VP of knowledge transfer, an amalgam of IS, telecommunications and library. "Our name brings focus to the fact that we exist to transfer knowledge, not to have a smooth-running mainframe." ... "The Knowledge Information Center (KIC) - a souped up corporate library that draws on both paper-based sources and online databases to provide information retrieval and support for the whole company - seeded the forum with information, and the KTD hired two full-time 'forum specialists' to monitor the sections."...At HP Bob Walker has responded with a document management system. "To make sure the material is intelligently indexed, he has turned for help to the company librarians."

Davenport, Thomas, H.

***Working Knowledge: how organizations manage what they know, by Thomas H.***

***Davenport and Laurence Prusak***

199p. Harvard Business School

01/01/2000

0875846556

<http://www.powells.com/biblio?PID=27575&cgi=product&isbn=0875846556>

Topics include: Talk about knowledge, knowledge markets, knowledge generation, knowledge codification and coordination, knowledge transfer, knowledge roles and skills, knowledge technologies.

Dysart, Jane I.

***Tom Davenport on Knowledge Management : selected quotes***

2p. SLA, Information Outlook

06/01/1997

Jane Dysart presents some of the thoughts and ideas of knowledge management guru Tom Davenport.

>On Knowledge: "Knowledge will not be well-managed until some group has a clear responsibility for the job." "The goal should be to facilitate the creation, distribution and use of knowledge by others."

>Four processes are named: knowledge creation, knowledge extraction, knowledge distribution and access, and knowledge transfer.

>On "Knowledge roles: the CKO and beyond": "A chief knowledge officer captures and leverages structured knowledge, with information technology as the key enabler." "CKO jobs...involve overseeing efforts to use technology for knowledge capture and distribution." "CKOs have three critical responsibilities: creating knowledge management infrastructure, building a knowledge culture and making it all pay off."

>Davenport also says "no one firm does all these things today, but the skills to do them are most commonly found among librarians and print journalists."

Koch, Christopher

***10 Tips For Getting the Most Out of Your Consultants***

1p. CIO magazine

07/15/2002

[http://www.cio.com/archive/071502/control\\_sidebar1.html](http://www.cio.com/archive/071502/control_sidebar1.html)

Get the person you expect from the presentation, build a relationship with the consultant, check the person's references, ensure knowledge transfer, get access to their methodology and understand it, plan for business process improvement no systems installation, screen every consultant, make them come back if the work is not completed satisfactorily, push for discounts, and plan for turnover.

Powers, Vicki

***Collaboration, storytelling: potent potions for pharmaceutical***

3p. KMWorld

06/01/2004

<http://www.kmworld.com/Articles/ReadArticle.aspx?ArticleID=9557>

"Knowledge management is critical in the pharmaceutical industry, according to Carla O'Dell, president of the Houston-based American Productivity & Quality Center, because its product is actually "bottled knowledge." The industry emerged as an early adopter of knowledge management in the mid- to late-1990s but ended up focusing too much on intellectual capital and codification, rather than knowledge transfer and collaboration."

Describes different approaches now adopted by Bristol-Myers Squibb and Boehringer Ingelheim Pharmaceuticals.