

# Andrew Chisholm Referenced Material

## Referenced Material

### Overview

This is a full list of the items in my personal library. As time permits, I add a short description for each entry.

The links aren't guaranteed to work since they will refer to files in my environment.

In general, if an item is in this list, I will have access to a copy of the source material. Where I refer to an item in a lecture, it should be in this list. If not, let me know. Harvard referencing is used but is not perfect so there may be errors. Again, let me know if there's anything wrong.

### Details

- THE KNOWLEDGE-BASED ECONOMY. OECD knowledge classification. Introduces the 4 classifications of Know-What, Know-Why, Know-How and Know-Who. ("THE KNOWLEDGE-BASED ECONOMY" 1996).
- Definition of Big Data - Gartner Information Technology Glossary. A trusted source of information ("Definition of Big Data - Gartner Information Technology Glossary" 2012).
- Post Capitalist Society. Important book that argues that knowledge is the key factor in production in Western countries. Available in the Chichester library as an online version. (Drucker 1993).
- What Is Big Data: Characteristics, Challenges, Tools & Use Cases. Overview of the first 5 Vs (Gaur 2020).
- Innovations in London's Transport: Big Data for a Better Customer Ser.... Act on fact slides from TFL (Events 15:21:15 UTC).
- Edmond Halley's Life Table and Its Uses. Early used of data to predict life expectancy for the purposes of selling better insurance (for the insurance provider) (Halley 2008).
- The Prosci ADKAR® Model | Prosci. The ADKAR Model. (Inc 2023).

- The 8-Step Process for Leading Change | Dr. John Kotter. Kotter's 8 step process for leading change. (kotter2022 2022).
- Kotter's 8-Step Change Model: Implementing Change Powerfully and Successfully. Kotter's 8 step plan for implementing change ("Kotter's 8-Step Change Model: Implementing Change Powerfully and Successfully" 2023).
- Business Processes - Attempts to Find a Definition. Process diagram relevance (Lindsay, Downs, and Lunn 2003).
- Measurement or Management?: Revisiting the Productivity Paradox of Information Technology. A paper that summarises the productivity paradox and summarises 5 stages of it. (Macdonald, Anderson, and Kimbel 2000).
- MA-system Beer Game. online version ("MA-system Beer Game" 2023).
- A Dynamic Theory of Organizational Knowledge Creation. Nonaka's knowledge management model. (Nonaka 1994).
- The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation. The spiral of knowledge. Builds on the original Nonaka knowledge management model and adds the spiral to show the ordering. (Nonaka and Takeuchi 1995).
- The Knowledge-Creating Company. Spiral of knowledge with examples (Nonaka 1998).
- Digital Natives, Digital Immigrants. If you're over 30, you're likely to be a Digital Immigrant to the new digital world. The Digital Natives are already here and want to learn but the Immigrants haven't worked out how to teach. (Prensky 2001).
- Productivity Paradox. Adding more IT spend does not necessarily improve productivity. ("Productivity Paradox" 2022).
- Total Data Volume Worldwide 2010-2025. Data are big, very big. ("Total Data Volume Worldwide 2010-2025" 2020).
- An Examination of "Push-Pull" Theory Applied to Process Innovation in Knowledge Work. Zmud's original push pull article. (Zmud 1984).

## References

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- Drucker, Peter. 1993. *Post Capitalist Society*. Butterworth-Heinemann.
- Events, Govnet. 15:21:15 UTC. "Innovations in London's Transport: Big Data for a Better Customer Ser..." <https://www.slideshare.net/GovnetEvents1/innovations-in-londons-transport-big-data-for-a-better-customer-service>.
- Gaur, Chandan. 2020. "What Is Big Data: Characteristics, Challenges, Tools & Use Cases." Xenonstack.com; XenonStack. <https://www.xenonstack.com/blog/what-is-big-data>.
- Halley, Edmond. 2008. "Edmond Halley's Life Table and Its Uses" 15 (1): 10.
- Inc, Prosci. 2023. "The Prosci ADKAR® Model | Prosci." 2023. <https://www.prosci.com/methodology/adkar>.
- "Kotter's 8-Step Change Model: Implementing Change Powerfully and Successfully." 2023. 2023. [http://www.mindtools.com/pages/article/newPPM\\_82.htm](http://www.mindtools.com/pages/article/newPPM_82.htm).

- kotter2022. 2022. “The 8-Step Process for Leading Change | Dr. John Kotter.” Kotter International Inc. 2022. <https://www.kotterinc.com/methodology/8-steps/>.
- Lindsay, Ann, Denise Downs, and Ken Lunn. 2003. “Business Processes - Attempts to Find a Definition.” *Information and Software Technology* 45 (December): 1015–19. [https://doi.org/10.1016/S0950-5849\(03\)00129-0](https://doi.org/10.1016/S0950-5849(03)00129-0).
- Macdonald, Stuart, Pat Anderson, and Dieter Kimbel. 2000. “Measurement or Management?: Revisiting the Productivity Paradox of Information Technology.” *Vierteljahrshefte Zur Wirtschaftsforschung* 69 (4): 601–17. <https://doi.org/10.3790/vjh.69.4.601>.
- “MA-system Beer Game.” 2023. 2023. <https://beergame.masystem.se/>.
- Nonaka, Ikujiro. 1994. “A Dynamic Theory of Organizational Knowledge Creation.” *Organization Science* 5 (1): 14–37.
- . 1998. “The Knowledge-Creating Company.” In *The Economic Impact of Knowledge*, 175–87. Elsevier. <https://doi.org/10.1016/B978-0-7506-7009-8.50016-1>.
- Nonaka, Ikujiro, and Hirotaka Takeuchi. 1995. “The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation.” *New York, NY*.
- Prensky, Marc. 2001. “Digital Natives, Digital Immigrants” MCB University Press.
- “Productivity Paradox.” 2022. 2022. <https://cs.stanford.edu/people/eroberts/cs181/projects/productivity-paradox/index.html>.
- “THE KNOWLEDGE-BASED ECONOMY.” 1996. OECD. <https://www.oecd.org/officialdocuments/publicdisplaydocumentpdf/?cote=OCDE/GD%2896%29102&docLanguage=En>.
- “Total Data Volume Worldwide 2010-2025.” 2020. Statista. 2020. <https://www.statista.com/statistics/871513/worldwide-data-created/>.
- Zmud, Robert W. 1984. “An Examination of ‘Push-Pull’ Theory Applied to Process Innovation in Knowledge Work.” *Management Science* 30 (6): 727–38. <https://doi.org/10.1287/mnsc.30.6.727>.