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).
- The Productivity Paradox of Information Technology. Includes 4 possible explanations for this. (Brynjolfsson 1993).
- 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).

- 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).
- The 8-Step Process for Leading Change | Dr. John Kotter. Kotter's 8 step process for leading change. (Kotter 2022).
- 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 shows 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. Possible reasons include mismeasurement, lag and distractions. ("Productivity Paradox" 2022).
- The Prosci ADKAR® Model | Prosci. The ADKAR Model. (Inc 2023).
- We'd Better Watch Out. First mention of productivity paradox by Solow (Solow 1987).
- 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).

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"Definition of Big Data - Gartner Information Technology Glossary." 2012. Gartner. https://www.gartner.com/en/information-technology/glossary/big-data.

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.

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Inc, Prosci. 2023. "The Prosci ADKAR® Model | Prosci." 2023. https://www.prosci.com/methodology/adkar.

Kotter, John. 2022. "The 8-Step Process for Leading Change | Dr. John Kotter." Kotter International Inc. 2022. https://www.kotterinc.com/methodology/8-steps/.

"Kotter's 8-Step Change Model: Implementing Change Powerfully and Successfully." 2023. 2023. http://www.mindtools.com/pages/article/newPPM_82.htm.

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.

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"MA-system Beer Game." 2023. 2023. https://beergame.masystem.se/.

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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.

Solow, Robert. 1987. "We'd Better Watch Out." *New York Times Book Review*, July 12, 1987.

"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.