

distilling into information, 14  
 examples in medicine, 11–12  
 vs. information or knowledge,  
 10–13  
 in life insurance sales example, 12  
 Data capture tools, 128  
 Data marts, 124  
 Data mining, 124, 145  
 Data warehouses, 123, 124  
 Databases, 123–124, 125, 129, 145  
 Decentralized business model, 52  
 Decision-support tools, 126–128  
 DecisionPro expert system, 122–123  
 Dell Computer, 7, 8, 114  
 Disposal, role in information life  
 cycle, 108–109  
 Doing vs. knowing, 69

---

## E

E-learning, 72–73  
 E-mail, as form of groupware, 119,  
 121  
 Educating knowledge workers, 70–73  
 Electronic whiteboards, 114–117, 120  
 Employee relationship management  
 (ERM), 63–66  
 Employees. *See also* Knowledge  
 workers  
   as human capital, 17  
   in modern business, 3–4  
   recycling, 86  
 Expert systems, 74, 122–123, 145  
 Explicit knowledge, 18

---

## F

Fact finding, 178–181  
 Finance, 141, 179–180, 186–187

---

## G

Gamers, 80  
 Gatekeepers, information, 78–79  
 Graphics, 129  
 Groupware, 119–121

---

## H

Healthcare Productions, 20, 24–25  
 Heuristics, 12–13  
 Human capital:  
   as intellectual capital component,  
   17, 19  
   kinds of knowledge, 17–18

---

## I

Implicit knowledge, 18  
 Industrial revolution, 2  
 Information:  
   accessibility, 89–90, 106–107  
   aquisition, 95–98  
   archiving, 101–103  
   in conceptual hierarchy, 11  
   creation, 95–98  
   defined, 10  
   disposal, 108–109  
   distilling into knowledge, 14  
   economic issues, 89, 153–171  
   examples in medicine, 11–12  
   format issues, 91  
   fostering sharing, 40–41  
   incremental value, 169–170  
   vs. knowledge or data, 10–13  
   in life insurance sales example, 12  
   management issues, 92, 94  
   modification, 98–99  
   packaging issues, 14–15  
   repurposing, 104–106