## Index

Return on investment (ROI): assessing knowledge worker education, 70–72, 167, 168–169 calculating, 163–164 CGF example, 156–159 evaluating KM initiatives, 153–156 limitations, 163–164 RFPs. See Requests for proposal (RFPs) Risk management, 183–188 ROI. See Return on investment (ROI)	Tacit knowledge, 17–18 Technology: evaluation process, 138–151 needs assessment, 140–141 risk aspect, 187–188 role in information life cycle, 26, 41–42, 92–93, 111–133 systems integration, 131–132 Text-to-speech (TTS) engines, 129 Time value, 166–169 Training and development, 25–26,
<b>\$</b> Screen sharing, as form of groupware,	31–32, 50 Translating information, 104–106
120 Security: access to information, 89–90 infrastructure, 131	Understanding. See Instrumental understanding
Shared authoring tools, 119 Shared services business model, 52, 54 Sharing information, 40–42, 50. See also Communities of practice Simulations, 126, 129, 145 Slide presentations, 129 Social network analysis, 49 Stakeholders:	Vertical markets, 8 Videoconferencing, as form of groupware, 120, 121 Visualization tools, 129, 145 Voice recognition, 185
customers as, 159, 160–161 knowledge workers as, 159, 160–161 management as, 159, 160–161 overview, 159, 178 primary, 160–161	Web services, 131 Whiteboards, electronic, 114–117, 120  X Xerox, 7, 8, 148, 162
secondary, 162 Standards, role in information life cycle, 93 Storytelling, 50	Λυίολ, 7, 0, 170, 102