

# Index

## A

Ability, 275  
ACTIVE  
    initial challenges, 4  
    scientific hypotheses, 5  
    technologies, 4, 325  
ACTIVE knowledge work space (AKWS),  
    6, 7, 94, 154–155, 158, 161–167, 197  
    enterprise workspace, 154  
    local workspace, 154  
    management portal, 155  
    Microsoft applications, 154  
Amazon, 13, 18, 19  
AOL, 21  
Aperture metadata extraction  
    framework, 272  
APOSDLE, 8, 250, 276–299, 328  
Apple, Google, Microsoft, Nokia, Research  
    in Motion, 23  
ASBRU, 251  
Assertional effects, 250, 252  
Associative browsing, 260  
Associative network, 286, 294, 295  
Attention, 22  
Authoring, 310

## B

Beacon, 21  
Benefits, 62, 69–71, 73, 78, 84, 88  
Bid proposals, 151, 155–161  
Bid unit, 151, 155, 161, 162, 164–165,  
    168–169  
Blippy.com, 21  
BPMN, 245, 247, 249, 253  
Business indicators, 222, 226  
Business models, 13, 14, 16, 21

Business processes, 108  
Business process re-engineering, 241

## C

Cadence Flow Infrastructure (CFI), 197  
Cadence ProjectNavigator, 197  
Case study  
    Accenture, 7  
    BT, 7  
    Cadence Design Systems, 7  
Challenges, domain of data management, 17  
Civil society, 22  
Classification of knowledge structures, 34  
Cloud, 302  
Collaboration, 215, 216, 219, 220, 222–226  
Collaboration support, 118  
Collaborative filtering, 18  
Collaborative process development, 117–119  
Collective action, 18  
Collective intelligence, 17–20  
Competencies, 276, 280, 287, 291–294  
Computational cloud, 316  
Context, 5, 6, 152, 259, 276–283, 286–294,  
    327–328  
    association, 163, 165, 168  
    detection, 5, 103, 154, 162, 163, 166, 167  
    discovery, 5, 154, 162–164, 166, 167  
    elicitation, 265, 267  
    for knowledge-sharing, 152  
    loss, 107  
    mining, 130, 133, 135–144  
    model, 288  
    ontology, 289  
    sensors, 289  
    visualizer, 116–117, 154  
Context-aware applications, 24

Context-aware service delivery, 23  
 Contextify, 6, 136–138, 328  
 Context-rich representations, 319  
 Context-rich views, 317–318  
 Context-sensitive content (information), 17, 22–23  
 Context-specific mobile solutions, 23  
 Cooperation, 278, 280, 283, 284, 287–288  
 Co-ordination, civil society, 22  
 Costs, 62–79, 81–84  
   estimation, 79  
   model, 71, 73, 80, 81  
 Crowd-sourcing, 19

## D

Data representation, 128–129, 133–134  
 Descriptive learning guidance, 279, 298  
 Design environment, 277, 286, 299  
 Design Project Visualizer, 195  
   architecture, 196  
   back-end, 198–201  
   front-end, 202  
   validation, 203–209  
 Digital content, 310  
 Discovered contexts, 102  
 Discussion threads, 140  
 Domain and scope, 36  
 Domain of data management, challenges, 17  
 Dynamic data management, 23–24  
 Dynamic use contexts, 16, 17

## E

E-bay, 18  
 eLearning, 327, 328  
 Email, 135–144, 328  
   evolution of, 8  
   threads (*see* Discussion threads)  
   time spent on, 3  
 Emerging activities, 314  
 Enterprise 2.0, 215, 220  
 Enterprise intelligence, 14  
 Enterprise knowledge processes, 12–15  
 Enterprise knowledge structures, 29–58  
 Enterprise modelling, 244  
 Enterprise search, 171–178  
 Ephemeral information, 314  
 Ethics, 21  
 Exploiting social, relational or intellectual capital, 21  
 Expressivity, 33

## F

Facebook, 18, 20, 21, 25  
 Facebook and Beacon, 21  
 Factbook, 152, 153  
 Field trials, 161–169  
 Flickr, 19  
 FOLCOM, 62, 70, 73, 76, 83, 85, 88, 89  
 Folksonomy, 19, 45  
 Formality, 34  
 Formal models, 34  
 Freebase, 52–54

## G

Gnowsis, 272  
 Google, 18, 21  
 Google Buzz, 22  
 Google, Facebook Amazon, 25  
 Granularity, 33  
 Graphics classification, 175

## H

Hidden Markov model, 197  
 HP/Palm, 23  
 Huffington post, 21

## I

IBM, 328  
 Identity management, 140–143  
 Incentives, 216, 225  
 Informal learning, 277  
 Informal models, 34  
 Informal processes, 5, 6, 224, 328, 329.  
   *See also* Knowledge processes  
     articulation and sharing, 193  
     knowledge representation, 191, 197  
     mining and extraction, 191–193, 198–201  
     visualization and discussion, 201–203  
 Information-centric paradigm, 329  
 Information economy, 12  
 Information integration, 40  
 Information management metaphors, 308–311  
 Information management models, 302  
 Information management paradigms, 301  
 Information overload, 107  
 Information quality, 40  
 Innovation, 216, 217, 219, 222, 224, 226  
 Intellectual property rights, 21  
 Interruptions, 304

**K**

KDE Desktop Environment, 268–272  
 Kiva, 22  
 Knowledge  
   base, 280, 284, 286, 292, 293  
   differentiation from information, 9  
   intensive tasks, 288, 290  
   work(er), 9, 108  
   work productivity, 275, 276  
 Knowledge indicating events (KIE), 291  
 Knowledge management, 171  
   environments, 13  
 Knowledge processes, 107–125, 189  
   management, 113–117  
   model, 198  
   optimisation, 120  
 Knowledge spheres, 122  
   ontology, 122–123  
 KnowMiner, 249

**L**

Learning  
   content, 287, 298  
   goals, 283, 287, 296, 299  
   guidance, 276, 277, 279–286, 296,  
   298, 299  
   need, 292  
 Light-weight tagging, 311  
 LiveNetLife, 197  
 Lock in, 20  
 Long tail effect, 14  
 Long-term user context, 276

**M**

Machine learning, 127–144, 175, 187  
   supervised learning, 128  
   unsupervised learning, 128  
 Measures, 120  
 Metaphors, 302  
 Metrics, 120  
 Microsoft, 328  
 MIRROR, 251  
 Mobile telephones, 23  
 Mobilise, 22  
 Modeling paradigm, 33  
 Models of social enterprise, 22  
 MoKi, 8, 244–248, 250–252  
 Monetising collective intelligence, 21  
 Multi-device personal computing, 316  
 Multilingualism, 226  
 Multimedia, 226

Multi-relational clustering, 129  
 Multi-tasking, 304

**N**

Named graphs, 262  
 Napster, 13, 19  
 Native resources, 263  
 Native structures, 263  
 NEPOMUK, 8, 255–272  
   NEPOMUK Annotation Ontology  
   (NAO), 260  
   NEPOMUK architecture, 265–268  
   NEPOMUK Graph-Metadata  
   Ontology, 260  
   NEPOMUK Information Element  
   Ontologies (NIE), 260, 263–264  
   NEPOMUK Representational Language  
   (NRL), 260, 261, 263  
 Netflix, 18  
 Network economy, 12–15  
 Network effects, 13, 20  
 Network forms of organising, 11, 12

**O**

OceanTeacher Encyclopedia, 239  
 Offline working, 153–154  
 OntoBroker, 236  
 ONTOCOM, 62, 64, 70, 73–75, 77, 79–81,  
   83, 88, 89  
 Ontology, 61–89  
   questionnaire, 250, 252  
 OntoStudio, 242  
 Open innovation, 19  
 Open Semantic Collaboration Architecture  
   Foundation (OSCAF), 272  
 Open source, 19  
 Organizing, 310  
 Orphaned concepts, 249  
 OWL, 245, 249, 252, 253  
   ontology, 286

**P**

Participatory design, 276, 278–280  
 PC environment, 314  
 Peer-to-peer content sharing, 19  
 Peer-to-peer lending, 22  
 Personal information management, 289  
 Personal Information Model (PIMO),  
   256, 260, 263–265, 267  
 Personalized clusters, 179, 185

Personalized query, 281  
 Personal SEMantic Workbench (PSEW),  
 268–270, 272  
 Personas approach, 279  
 Positive returns, 18  
 Potential market, 219–226  
 Prediction, 131  
 Prescriptive learning guidance, 279, 298  
 Primitive events, 93  
 Privacy, 121–123, 225, 226  
 Process mining, 130, 132–135,  
 176, 177  
 Process recording, 152, 153  
 Project knowledge navigation, 194–196  
 ProM framework, 329  
 PSI suite of ontologies, 198  
 PSI Upper-Level Ontology, 198  
 Pure information businesses, 16

## Q

Quality issues, 54

## R

RDF. *See* Resource Description  
 Framework (RDF)  
 RDFa, 327  
 Recommendations, 276, 280–287,  
 291, 293  
 services, 276, 286, 288  
 Redaction, 179, 180  
 Refactoring and optimization, 119–121  
 Refactoring tool, 121  
 References, 316  
 Reflect, 283, 284  
 Repairing knowledge structures, 54–57  
 Representation language, 36–37  
 Requisite corporate competences, 14  
 Resource Description Framework (RDF),  
 245, 249  
 Resource maps, 318  
 Richness and reach, 15  
 RSS, 156, 158, 160, 162

## S

Search engine, 171–173, 175,  
 176, 184  
 Security, 121–123  
 policies, 122  
 Semantic data integration, 236, 241–243  
 Semantic desktop, 289

Semantic Email, 268  
 Semantic forms, 160, 232, 247  
 Semantic Media Wiki (SMW), 4, 6–8, 38,  
 116, 156, 158, 162, 168–169, 182,  
 197, 245–247, 250, 326  
 extensions, 158  
 Semantic-similarity, 294  
 Semantic toolbar, 231  
 Semi-supervised clustering,  
 129–130  
 Shareability, 35–36  
 Sharing, 310  
 Short-term context, 276  
 Size, 33  
 Smart phones, 23  
 SMW<sup>+</sup>, 8  
 deployment framework, 237  
 ontology browser, 234  
 query interface, 233  
 semantic tree view, 233  
 WikiTags, 235  
 WYSIWYG editor, 231, 232  
 SMW Ontology Editor, 41  
 Social and relational capital of networks,  
 20–22  
 Social intelligence, 13, 16  
 Social lending, 22  
 Socially intelligent targeting mechanism, 20  
 Social marketing, 20  
 Social media, 16, 18  
 Social networking sites, 20  
 Social networks, 12, 16, 20–22,  
 137, 139  
 Social selling, 21  
 Social Semantic Desktop (SSD), 8, 255–272,  
 326, 329  
 Social Semantic Desktop ontologies stack,  
 260, 261  
 Social web, 23  
 Socio-technical systems, 278  
 Software Usability Measurement Inventory  
 (SUMI), 164, 165  
 Spreading activation, 294, 295  
 Storing, 310  
 Street View, 22  
 Summative workplace evaluation, 277  
 Syndication, 24

## T

Tags(tagging), 152, 154, 155, 162, 163, 165,  
 166, 168, 169, 326, 327  
 TAGtivity deskbar, 312

TAGtivity manager (TM), 312  
TAGtivity prototype, 311  
TAGtivity toolbar, 313  
Task, 314  
    completion ability, 276  
    detection, 276, 288, 290  
    pane, 114  
    recording, 115  
    service, 115  
    switching, 107  
    wizard, 115  
Text-based similarity, 294, 295  
Third sector, 22  
TNT (text, network, time), 133  
Trade-off, 33–38  
Transient activities, 315  
Triple store connector (TSC), 230  
Trust, 21  
Twitter, 19

**U**  
Use-context information, 17  
User experience, 310–311  
User profile, 280, 283, 284, 286,  
    288, 291–293

User study, 314–315  
User tests, 161–169

**V**

Validation, 183  
Value propositions, 22  
Viewing, 310  
Viral marketing, 20  
Virtual collections, 311  
Visualization, 141, 176–178

**W**

Web 2.0, 4, 5, 8, 326  
Web 2.0 capabilities, 15–17  
Wikipedia, 18, 19  
Work environments, 311–315  
Workflows, 304  
Work-Integrated Learning (WIL),  
    8, 275–299, 327  
Workplace learning, 277–279

**Z**

Zopa, 22