Bibliography for Boston KM Forum, Creating a Collaboration Model, prepared by LWM Technology Services, Printed: 01/05/05 20:05

Berners-Lee: Keeping the Faith; W3C founder says steer clear of vendor-controlled groups that masquerade as standards bodies. 2p. <u>eWeek</u> 01/27/2003
http://www.eweek.com/article2/0,3959,848191,00.asp
Emphasizes the need for open standards and collaboration.

Davenport, Tom. **Withering Heights; We thought companies would want to single out their "high end"knowledge workers for special treatment. We were wrong.** 4p. <u>CIO</u> 07/01/2003. http://www.cio.com/archive/070103/work.html
A review of what companies were doing to leverage the expertise of their high-value knowledge workers discovered that they are not doing anything. There are also few uniformly accepted practices to encourage or exploit employee knowledge through collaboration or incentive.

Dawson, Ross. **Making Distributed Innovation Work; How to come up with the great ideas when you're so far away.** 3p. <u>Darwin (CIO)</u> 08/01/2003
http://www.darwinmag.com/read/080103/innovation.html
   For distributed innovation, you are specifically trying to get the best to participate in a collaborative process.
   "Agreements must be unambiguous at the outset, so all participants are fully clear on what their responsibilities and potential rewards are. The more precise the contracts, the easier it will be to attract the best people to participate. Over time, it will become standard to have complete accounting transparency in any collaborative project."

Kontzer, Tony. **Learning to Share; Business-technology execs and IT vendors blend collaboration tools to enable a new level of online communication.** 6p. <u>Information Week</u> 05/05/2003. http://www.informationweek.com/story/showArticle.jhtml?articleID=9400349
   Summarizes collaboration software as being in six categories: portals, content management, Web conferencing, knowledge management, niche collaboration, and wikis (form-free blogs with editable content).
   Comments on what the big three: Oracle, Lotus, and Microsoft are doing in this arena. Side-bar on expertise management tools.

Levy, Steven. **Can't I Work in Peace?** 1p. <u>Newsweek</u> 11/17/2003.
http://www.msnbc.msn.com/id/3403586/site/newsweek/
Levy rails against Microsoft's adoption and push of software designed to encourage collaborative work efforts, seeing a shift to vacuous and bland work development by committee over the work of individuals. When Levy questioned a Microsoft VP about the kind of person who would prefer to work on his own in peace instead of in a portal, the response was "That behavior...was not something associated with "high achievers."

Spool, Jared M. **The KJ-Technique: A Group Process for Establishing Priorities.** 6p. UIE 05/11/2004. http://www.uie.com/articles/kj_technique/
"For this, we.ve turned to a group consensus technique we.ve been using for years, called a KJMethod (also sometimes referred to as an .affinity diagram.). The KJ-Method, named for its inventor, Jiro Kawakita (the Japanese put their last names first), allows groups to quickly reach a consensus on priorities of subjective, qualitative data."