

Bibliography for Boston KMForum, Collaboration Revealed Through Social Network Analysis

prepared by LWM Technology Services

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Brogatti, Steve. *UCINET 6; Social Network Analysis Software*

<http://www.analytictech.com/ucinet.htm>

A comprehensive package for the analysis of social network data ... Social network analysis methods include centrality measures, subgroup identification, role analysis, elementary graph theory, and permutation-based statistical analysis. In addition, the package has strong matrix analysis routines, such as matrix algebra and multivariate statistics.

Brown, John Seely. *The social life of information*, by John Seely Brown and Paul Duguid. Harvard business school press 01/01/2000 ISBN: 0875847625, Boston, MA. 336p.

The book is an update on the current social impacts of the information revolution. Contains cautionary anecdotes to businesses that are trying to leverage technology through web-based products to remind them that the human networks and interactions are a better model for implementing new technology products.

Cross, Rob. *Social network analysis; Action Plan for: Elizabeth Johanson: Welcome to your personal network action plan. CIO Magazine* 06/15/2005

http://www.cio.com/archive/061505/SNA_sample.pdf

Research consistently shows that a well-connected network - not a big one, but one appropriate for current and future tasks - is associated with early advancement, high performance, and career mobility. Effective networks alert people to problems and opportunities, help reveal the big picture, suggest various ways people can position their efforts, help bypass bureaucratic gridlock, drive innovation by exploring possibilities amongst people from different backgrounds and provide safety nets when jobs are restructured or help is needed quickly.

The next couple of pages reflect a summary of actions that you can take on your personal network. If you have made adjustments to your network via our on-line tool then you will find this plan already populated with changes you are planning to make to your network. If you have not worked with the on-line version, we would encourage you to do by visiting your personal web page at <https://sna.comm.virginia.edu/SocialNetwork/Survey>.

Gurteen, David, ed. *Global Knowledge review*, May 2005 issue 15p. Gurteen Knowledge Community 05/01/2005. <http://www.gurteen.com/gurteen/gurteen.nsf/id/downloads>

Hoppe, Bruce. *Connectedness; Explorations of social network analysis, organizational development, and community building*. <http://connectedness.blogspot.com/>

Blog that explores topics related to social network analysis, and how to help organizations improve their performance by recognizing and leveraging informal social networks.

Krebs, Valdis. *InFlow Software. OrgNet.com* <http://www.orgnet.com/>

Social network analysis software and services for organizations and their consultants.

Patton, Susannah. *Who Knows Whom, And Who Knows What?* **CIO Magazine**

06/15/2005 <http://www.cio.com/archive/061505/km.html>

Employees' personal connections can be as valuable as their individual knowledge base. Social network analysis, or SNA, helps maximize a company's collective smarts. Excerpt: Finding the Gaps "SNA can also make the lack of connections (or collaboration) painfully clear..."

Plumley, Deborah. *Process-Based Knowledge Mapping*. 3p. **Destination KM**

03/03/2002. <http://www.destinationkm.com/articles/default.asp?ArticleID=1041>

Procedural knowledge maps show knowledge (and the sources of knowledge) mapped to a business process. This could be any process for a business or organization—for example, a process for a R&D function/organization, or a selling process, etc. One major use of this type of map is for planning and implementation of knowledge management efforts...

Another type of commonly used mapping is called Social Network Mapping or Social Network Analysis. Social network analysis shows networks of knowledge and patterns of interaction among group members, organizations, and other social entities. One use of a social network map is for analysis of information sharing within a social context.

Santosus, Megan. *The Time is Now*. 2p. **CIO Magazine** 02/08/2005.

<http://www.cio.com/research/knowledge/know.html?ID=2208>

"In a climate of globalization, mergers and the never-ending drive to accelerate product development, organizations need more urgently than ever to tap into resident knowledge."

Wood, Molly. *Five reasons social networking doesn't work*. 2p. **cNet** 06/02/2005

http://www.cnet.com/4520-6033_1-6240550-1.html

"Social networking is laboring under the inescapable weight of the dot-com curse: you have to find the money. No matter how cool your idea is, it's dead on arrival without an actual business plan."

Woods, Eric. *KM past and future. Changing the rules of the game*. 3p. **KMWorld**

01/01/2004.

http://www.kmworld.com/publications/magazine/index.cfm?action=readarticle&Article_ID=1654&Publication_ID=103

"In the last decade, knowledge management has developed into a substantial body of insight into some of the fundamental challenges facing modern organizations, including the management of intellectual and social capital, the promotion of innovation and support for new forms of collaborative working."