

Bibliography on "Knowledge Maps" - Boston KM Forum, September 7, 2007

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Abrams, Ken, PhD. *Knowledge Mapping; Quick Start: A Case Study*, presented at the APQC 4th KM Conference, 2000. 53 sli APQC 05/25/2000

Case study of project done for a health care organization cites two approaches that can be used to do knowledge mapping.

1. Document centric: Based on the significance of a document that lies in its text; Taxonomy of semantic relations in text
2. User centric: Based on the significance of a document that lies in peoples. heads: what people know about it.

Frey, Chuck. *Power Tips & Strategies for Mind Mapping Software*. 110p. Innovation tools 01/01/2007. http://mindmapping.typepad.com/the_mind_mapping_software/2007/06/coming-soon-pow.html

Grinnell, Mary. *Case Study: Innovation Roadmapping Using Enterprise Automation Software*, by Mary Grinnell, Jim Richey, and Erica McQueen. 17 sli Purdue Univ.

06/14/2002. <http://roadmap.itap.purdue.edu/CTR/documents/MotorolaCaseStudy.pdf>

The Innovation Roadmapping best practices at Motorola involves planning and review processes that integrate technology and business plans corporation-wide, while providing a system of checks and balances to eliminate misjudgments and market surprises. By linking technology plans to business strategies and product plans, technology and product development information gathering is standardized across the corporation.

Murray, Art. *Building the Enterprise of the Future means no more secrets*. 1p.

KMWorld 05/01/2007. <http://www.kmworld.com/Articles/ReadArticle.aspx?ArticleID=36004>

"Change is difficult. And nowhere is that more evident than in making the transformation from a *knowledgehoarding* organization to a knowledge-sharing enterprise. I have seen many organizations that have all the tools in place: portals, knowledge maps, expertise locators, shared files, collaborative workspaces, communities of practice, you name it.

Murray, Phil, ed. *Knowledge Organization - the Best Kept Secret of the 21st Century* 38p. The Barrington Report on Advanced Knowledge...2004. <http://www.kmconnection.com/>

Nyberg, Alex. *Fighting Information Overload; Knowledge management software helps you find the most relevant, most useful data*. 3p. CFO Magazine 03/01/2001

<http://www.cfo.com/article/1.5309.58390|6|00.html>

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.

Thomas, Arjun. *Knowledge Mapping in Organizations*. 1p. GridLock 02/16/2007.

<http://arjunthomas.com/?p=16>

However the most important thing to keep in mind when creating a knowledge map in your organization is to map it in the context of the business processes that you are trying to improve. Otherwise you end up mapping knowledge you have no idea what to do with.

Note from Chait on on mapping, couple things he saw in this article:

1. the importance of mapping to processes
2. the three levels: enterprise, expertise, and gap