The Cyberian Express: Finding Expert Sources

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http://www.lsu.edu/faculty/jperk/journalism/findexperts.htm
There are several places reporters can go on the internet to find sources on a particular subject. Here are just a few of the better ones.

Encyclopedia of Associations: National Organizations of the U.S.
        Thomson/Gale publishing   ?

http://www.galegroup.com/pdf/facts/eanous.pdf
The only comprehensive source for detailed information on more than 22,000 nonprofit American membership organizations of national scope...organization's complete name, address and phone number together with the primary official's name and title; fax number, when available; founding date, purpose, activities and dues; national and international conferences; and more.

Also lists numerous other Thomson/Gale publications and data files for finding expert resources. Many are available at public libraries.

Bradley, Ben
Five thoughts about KM, Rushing the Technology Curve and Failing, with Jim McGee, director at Huron Consulting Group
    2p.   CIO   10/19/2004

http://www.darwinmag.com/read/thoughts/
"...the worst mistake was the implementation of a video-based knowledge management system in the early days of Diamond Technology Partners...It was a form of expert system that debriefed experts in a topic on video and then provided a browser interface to those video clips organized around a question-and-answer dialogue between the user and the experts."

Carty, Stu
Enterprise Meta Data Management - Fast Forward to 2005
    3p.   DM Direct Newsletter   08/26/2005

http://www.dmreview.com/editorial/newsletter_article.cfm?articleId=1035614 "C:\Program Files\Internet Explorer\IEXPLORE.EXE"
' "Enterprise meta data management means collecting and cataloging the contextual information about every aspect of the enterprise: data, information, systems, applications, processes, stakeholders, business rules, architectures and infrastructure," says Alan Perkins, chief solutions architect for ASG-Rochade and ASG-becubic at Allen Systems Group Inc. (Naples, Florida). " Enterprise meta data provides the answers to: What is it? Where is it? How did it get there? Why do we have it? Who owns it? and Who is responsible for it? It also answers: Who can change it and what is the process for doing so?" This statement, which is relevant today, could have also been made in the 1980s.'
"... businesses are more concerned about 'more kinds of data,' such as unstructured documents, e-mail, scanned images, Web pages and Web services. ... companies seem to be looking for better search-and-discovery products at the enterprise level. Such products enable people to find information assets more reliably, quickly, and easily, in a self-service manner that is less dependent upon specific corporate subject-matter experts."

Lamont, Judith
Finding experts--explicit and implicit
    2p.   KMWorld   05/26/2006

http://www.kmworld.com/Articles/ReadArticle.aspx?ArticleID=15805
"For more information on social networking analysis, check out the archives of the Boston KM Forum. You'll find two useful presentations posted, one by Kate Erlich of IBM and one by Patti Anklam of Hutchinson Associates...Many KM communities of practice operate throughout the world, although they are not always highly visible. Some reside within a particular company or industry. Others, like the KM Forum, are open to anyone interested in KM."

Leonard, Dorothy

Deep Smarts: how to cultivate and transfer enduring business wisdom, by Dorothy Leonard and Walter Swap

288p.   Harvard Business School Publishing   01/01/2005

http://www.hbsp.harvard.edu/b02/en/common/item_detail.jhtml?id=7731

Emphasis on the various means by which experts convery their expertise to others in an organization to enable less experienced workers to gain from the tacit understandings that the experts use to operate in their work.

Mills, Elinor

Most reliable search tool could be your librarian

2p.   CNET News.com   09/29/2006

http://news.com.com/2100-1032_3-6120778.html?part=rss&tag=6120778&subj=news

"On the Web, every word is a keyword. It's such a mess," said Jason Strauss, head librarian at the Wright Institute, a graduate school of psychology in Berkeley, Calif. "When I use Google Search I almost always limit my search to the top-level domains dot-edu or dot-org. They usually have higher-quality information." ..."In addition, search engines also are only offering up a fraction of all the information out there. There is still the relatively untapped so-called "deep Web" of information behind corporate firewalls and password-protected Web sites. To get to the information, people have to know where the sites are and often have to pay to subscribe."

Powers, Vicki

IBM's KM strategy

2p.   KMWorld   07/01/2006

http://www.kmworld.com/Articles/ReadArticle.aspx?ArticleID=16907&PageNum=2

"Employees expressed some natural reluctance within the software group to make themselves so publicly visible when the organization first reached out to experts. Ughetta says they were already inundated as part of their daily jobs. After people realized that they could package questions and make a searchable FAQ before they were contacted, employees were more comfortable"...'I think the result of the expertise approach we've taken is people begin to realize that by declaring themselves an expert and posting usable and reusable content, it becomes a self-fulfilling prophecy in a positive way," says Betsy Stevenson, director, software group enablement. "They're actually going to get fewer calls and fewer requests for their expertise. You teach people to look there first and they don't necessarily have to speak to a live human every time they have a question."'

Viney, David

Intranet Portals – Collaboration Through Team Rooms

2p.   CIO Pro News   04/11/2005

http://www.ciopronews.com/

"For explicit knowledge, the focus can usefully be described as 'connecting people to things', whilst for tacit knowledge, the focus is 'connecting people to people'.

"As such, structured and unstructured search technologies are usually the core of strategies to encourage greater sharing of explicit knowledge; the user searches for a document either by typing some text into a search engine or by clicking through a document taxonomy.

"Similarly, a well structured 'yellow pages' directory, where one can search for people with particular skills or experience, forms the centrepiece of tacit strategies; where the aim is to connect people often for 10 minute telephone conversations / requests for help that could save a week's work.Both explicit and tacit strategies are, however, much enhanced when combined with Collaboration or "work-group" technologies. By creating "communuities of interest" around cross-functional themes, individuals can share documents, plans and other material, find and discuss issues with subject-matter experts and even allocate tasks and calendar items to each other."