## Knowledge Networks: The Social Software Perspective

Miltiadis Lytras
University of Patras, Greece

Robert Tennyson University of Minnesota, USA

Patricia Ordóñez de Pablos Universidad de Oviedo, Spain



## Table of Contents 4

Forewordxvi	.1
Chapter I	
A Knowledge Strategy Oriented Framework for Classifying Knowledge Management Tools	1
Angelo Corallo, University of Salento, Lecce – Italy	
Chapter II	
Social Software for Bottom-Up Knowledge Networking and Community Building 1	7
Mohamed Amine Chatti, RWTH Aachen University, Germany	
Matthias Jarke, RWTH Aachen University, Germany	
Chapter III	
Weaving a Knowledge Web with Wikis	8
Kevin R. Parker, Idaho State University, USA	
Joseph T. Chao, Bowling Green State University, USA	
Chapter IV	
Media Centric Knowledge Sharing on the Web 2.0	5
Marc Spaniol, Max Planck Institute for Computer Science, Germany	
Ralf Klamma, RWTH Aachen University, Germany	
Yiwei Cao, RWTH Aachen University, Germany	
Chapter V	
E-Democracy: The Social Software Perspective6	1
Pascal Francq, Université Libre de Bruxelles, Belgium	
Chapter VI	
Community and Collaboration Tools to Frame the New Working Environment:	
The Banking Industry Case	1
Mariano Corso, Polytechnic of Milano, Italy	
Antonella Martini, University of Pisa, Italy	
Alèssandro Piva, Polytechnic of Milano, Italy	

Chapter VII
Who Talks with Whom: Impact of Knowledge Sharing in the Value Network of Born Globals 87
Seppo J. Hänninen, Helsinki University of Technology, Finland
Pekka Stenholm, George Mason University, USA
T. J. Vapola, Helsinki School of Economics, Finland
Ilkka Kauranen, Asian Institute of Technology, Finland
Chapter VIII
Illustrating Knowledge Networks as Sociograms
Stefan Hrastinski, Uppsala University, Sweden
Chapter IX
Web 2.0 Collaborative Learning Tool Dynamics
Marianna Vivitsou, University of Helsinki, Finland
Niki Lambropoulos, London South Bank University, UK
Sofia Papadimitriou, Greek Educational Television, Greek Ministry of Education &
Religious Affairs, Greece
Alexandros Gkikas, Greek Ministry of Education & Religious Affairs, Greece
Dimitris Konetas, University of Ioannina, Greece
Chapter X
Knowing in Organizations: Pheno-Practical Perspectives
Wendelin Kupers, Massey University, New Zealand
Chapter XI
Evaluating the Learning Effectiveness of Collaborative Problem Solving in
Computer-Mediated Settings
Ourania Petropoulou, University of Piraeus, Greece
Georgia Lazakidou, University of Piraeus, Greece
Symeon Retalis, University of Piraeus, Greece
Charalambos Vrasidas, CARDET, Cyprus
Chapter XII
Acquiring and Sharing Knowledge Through Inter-Organizational Benchlearning
Jeanette Lemmergaard, University of Southern Denmark, Denmark
Chapter XIII
Virtual Worlds as Environment for Learning Communities
Max Senges, Dachsweg 4a, Germany
Marc Alier, Sciences of Education Institute, UPC, Spain

Chapter XIV	
Corps of Engineers Natural Resources Management (NRM) Gateway: Communities "in"	
Practice.	199
Bonnie F. Bryson, U. S. Army Corps of Engineers, USA M. Kathleen Perales, U. S. Army Corps of Engineers, USA	
R. Scott Jackson, U. S. Army Corps of Engineers, USA	
Virginia L. Dickerson, U. S. Army Corps of Engineers, USA	
Chapter XV	
A Complex Adaptive Systems-Based Enterprise Knowledge Sharing Model	217
Cynthia T. Small, The MITRE Corporation, USA	
Andrew P. Sage, George Mason University, USA	
Chapter XVI	
Facilitating E-Learning with Social Software: Attitudes and Usage from the Student's	
Point of View	237
Reinhard Bernsteiner, University for Health Sciences, Medical Informatics and Technology, Austria	
Herwig Ostermann, University for Health Sciences, Medical Informatics and Technology, Austria	
Roland Staudinger, University for Health Sciences, Medical Informatics and	
Technology, Austria	
Chapter XVII	
Enlivening the Promise of Education: Building Collaborative Learning Communities	
Through Online Discussion	257
Kuldip Kaur, Open University Malaysia, Malaysia	
Chapter XVIII	
Towards an Integrated Model of Knowledge Sharing in Software Development:	
Insights from a Case Study	280
Karlheinz Kautz, Copenhagen Business School, Denmark	
Chapter XIX	
E-Collaboration and E-Commerce in Virtual Worlds: The Potential of Second Life and World of Warcraft	308
Ned Kock, Texas A&M International University, USA	

320
351
388
397