

Patti Anklam

Publications

The Social Network Toolkit: Building Organisational Performance through Collaborative Communities, published by the Ark Group, London UK 2005, in association with Inside Knowledge. Full book-length report on the practical aspects of social network analysis, including the context of use, network principles and concepts, case studies and applications, the methodology and survey of existing tools and techniques.

Articles:

- "Creating Networks at the Defense Intelligence Agency," with Adrian Wolfberg, *KM Review*, Volume 9, Issue 1 (March/April 2006). Case study of development of knowledge network at the DIA including using organizational network analysis metrics to match people for mentoring.
- "Expanding the Field of Vision," with Rob Cross and Vic Gulas, *The Learning Organization* Volume 12 Number 6 2005. Case study of social network analysis and organizational development at MWH
- "Masterclass: Social-network Analysis," Four-part series in *Inside Knowledge* magazine, June 2005 through October 2005. Each part covers a critical aspect of designing, managing, interpreting, and following up on a network analysis project.
- "KM and the Social Network," *Knowledge Management Magazine*, May 2003. Description of social network analysis methods and case studies from actual practice.
- "Knowledge Management: The Collaboration Thread," *Bulletin of the American Society for Information Science and Technology*, Vol. 28, No. 6 August/September 2002. Relationship between the development of collaboration as a theme in knowledge management and the identification of social networks.
- "The Language of KM." *Knowledge Management Magazine*. Ark Group, London UK, July 2002. Explores the linguistic roots of knowledge management, and charts its development to its current position in business thinking.
- "The Camelot of Collaboration." *Knowledge Management Magazine*. Ark Group, London UK, October 2001. Before knowledge management, there was a company in which a collaboration technology transformed how its employees worked in a way that today's CKOs can only dream of.
- "Past, Present, and Future: Knowledge Management and Learning." *Knowledge Management Magazine*. Ark Group, London UK, March 2000. Solicited thought piece for "Your Say" section of magazine.
- "Defining Intranet Identity at Compaq." *Knowledge Management Review*. Melcrum Publishing, November 1999. Information architecture for an Intranet in a pre- and post-merger corporation.
- "Reference Cycles and Human Intervention." *Knowledge Management Magazine*. Ark Group, London UK, October 1999. Describes the customer testimonial distillation process as a knowledge management technique.

Papers:

- "From Technical Writing to Knowledge Management: Evolution of a Profession." *Proceedings of ACM SIGDOC*. Association for Computing Machinery Special Interest Group on Technical Documentation, September 1999. The evolution of the profession of technical contained three interdependent threads, all of which are contained in and necessary for effective knowledge management: the progress of tools and technologies, the role of the technical writer as knowledge editor and broker, and the acceleration of complexity in products and services that required increased collaboration, sharing, and reuse.
- "Knowledge Management: Approaching Solutions." White Paper. Compaq Computer Corporation, March 2000. Definitive description of knowledge management technologies, disciplines and best practices. Designed to illustrate Compaq's "whole system" approach to assessing and designing knowledge management solutions.

Other:

- Contributed the chapter, "Social Network Analysis in the KM Toolkit" in *Knowledge Management Tools and Techniques: Practitioners and Experts Evaluate KM Solutions*, edited by Madanmohan Rao, Elsevier Butterworth-Heinemann 2004.
- Contributed the chapter, "Knowledge Management," to *PricewaterhouseCoopers Global Technology Forecast, 2003-2005*. Chapter contained framework and summaries of KM technologies, vendors, and futures.