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DEVELOPING KNOWLEDGE I N ""NETWORKS OF PRACTICE"" Pierpaolo Andriani, Gary Atkinson, Alistair Bowden & Richard Hall 1 INTRODUCTION; 2 THE TWO CASE STUDIES; 2.1 The Durham "MINER" Project; 2.2 The MADIC Experiment; 2.3 The Characteristics of the Case Studies; 3 THEORETICAL CONSIDERATIONS; 3.1 Diversity, growing complexity and the network society; 4 DISCUSSION; 4.1 Knowledge processes in NoP; 4.2 Modularity and NoP; 5 CONCLUSIONS; REFERENCES; DEMONSTRATING THE EFFECTIVENESS AND EFFICIENCY OF KNOWLEDGE HALLWAYS WITHIN PRICE-WATERHOUSE COOPERS Gerard Bredenoord; 1 Introduction

2 Approaches to Knowledge Management 3 Background to h C ' s KM programme; 4 Implementation of the Knowledge Broker role at PWC; 5 Why do we need "Hallways"? - The business objectives; 6 What are "Hallways"? - The Characteristics; 7 Challenges to Implementing "Hallways"; 8 Conclusions; 9 Challenges and Next Steps; 9.1 Adoption Rate; 9.2 Communication, Education and Remuneration; 9.3 Leadership; References; DYNAMICS I N TECHNOLOGY-ENHANCED TEAMS: TRANSACTIVE MEMORY I N TRUST NETWORKS Klarissa Ting-Ting Chang; 1 Introduction; 2 Theory; 2.1 Transactive Memory; 2.2 Trust Networks

2.3 Theory of Social Exchange 3 Research Hypotheses; 3.1 Effects of Trust Networks; 3.2 Effects of Social Presence; 3.3 Effects of Reciprocal Exchange; 3.4 Effects of Negotiated Exchange; 4 Methods; 5 Results; 6 Discussion; 6.1 Trust Networks; 6.2 Social Presence; 6.3 Social Exchanges; 7 Future Work; References; APPLYING SENSE-MAKING METHODOLOGY TO ESTABLISH COMMUNITIES OF PRACTICE: EXAMPLES FROM THE BRITISH COUNCIL Bonnie Cheuk; 1 Background; 1.1 Introduction to the British Council; 1.2 Why Communities of Practice?

2 Sense-Making Methodology as an Emerging Approach to Establish Communities of Practice

Sommario/riassunto	This collection of papers from the First International Conference on Knowledge Management (iCKM 2004) offers insights into the state-of-the-art in KM and the challenges lying ahead. Grouped into six themes - communities and collaboration, knowledge sharing, culture as context, knowledge management strategies, knowledge creation, and knowledge discovery - authors provide thought-provoking theoretical and practical discussions, through quantitative analyses and detailed case-studies. iCKM 2004 was organized by the Information and Knowledge Management Society (iKMS), a non-profit society dedicate