3.

4.

# MN1505 Foundations in Digital Enterprise



1. Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

Wallace, P.M.: Introduction to information systems. Pearson, Boston (2015).

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

5.
Laudon, J.P.: Essentials of MIS. Pearson.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. (2014).

7.

Insights & Publications   McKinsey & Comp	pany, http://www.mckinsey.com/insights.
---	---

FOLDOC - Computing Dictionary, http://foldoc.org/.

9.

Computer Glossary, Computer Terms - Technology Definitions and Cheat Sheets from WhatIs.com - The Tech Dictionary and IT Encyclopedia, http://whatis.techtarget.com/.

10.

Information Management | IT Business News, https://web.archive.org/web/20210602202347/https://www.information-management.com/.

11.

The Nature of Tech: Digital Business Automation | YouTube, https://www.youtube.com/watch?v=\_UtVvdetCVQ.

12.

SAP Digital Business Services: How do you become an intelligent enterprise? | YouTube, https://www.youtube.com/watch?v=okM4ym\_Tmfc.

13.

The US Open is powered by the IBM Cloud | YouTube, https://www.youtube.com/watch?v=izTQwUpLXSU.

14.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

16.

Laudon, K.C., Laudon, J.P.: Opening Case: Rugby Football Union Tries Big Data. In: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

17.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. (2014).

18.

Creasey, S.: Data Analytics Paved Way for Leicester Win. Computer Weekly. 4–7 (2016).

19.

The Digital Enterprise | McKinsey, https://www.mckinsey.com/business-functions/digital-mckinsey/our-insights/the-digital-enterprise.

20.

Roth, E.: 10 Simple Design Rules to Make Word Documents Look Professional and Beautiful | Make Use Of, https://www.makeuseof.com/tag/design-rules-word-documents/.

21.

Shacklett, M.E.: 10 IT Basics That Business Managers Need to Know | TechRepublic, https://www.techrepublic.com/blog/10-things/10-it-basics-that-business-managers-need-to-know/.

DIGITAL SKILLS for the UK ECONOMY: A Report by ECORYS UK, https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/492889/DCMSDigitalSkillsReportJan2016.pdf.

23.

World Investment Report 2017 - Chapter IV: Investment and Digital Economy, https://unctad.org/en/PublicationChapters/wir2017ch4 en.pdf, (2017).

24.

Kling, R.: Learning About Information Technologies and Social Change: The Contribution of Social Informatics. Information Society. 16, 217–232 (2000).

25.

Brynjolfsson, E.: VII Pillars Of Productivity [open access]. Optimize. (2005).

26.

7 Reasons Why You Should Learn How to Use Excel, https://www.activia.co.uk/blog/seven-reasons-why-you-should-learn-how-to-use-excel.

27.

Harkins, S.: 10+ Reasons to Use Access (And a Few Reasons Not To) | TechRepublic, https://www.techrepublic.com/blog/10-things/10-plus-reasons-to-use-access-and-a-few-reasons-not-to/.

28.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

29.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

Porter, M.E.: Strategy and the Internet. Harvard Business Review. 79, 62–78 (2001).

31.

Carr, N.G.: IT Doesn't Matter. Harvard Business Review. 81, 41-49 (2003).

32.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

33.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. (2014).

34.

McAfee, A.: Do You Have Too Much IT? MIT Sloan Management Review. 45, 18-22 (2004).

35.

McFarlan, F.W.: Information Technology Changes the Way You Compete. Harvard Business Review. 62, 98–103 (1984).

36.

Porter, M.E.: How Competitive Forces Shape Strategy. Harvard Business Review. 57, 137–145 (1979).

37.

Brown, J.S., Hagel, J., Varian, H., Carr, N.: Does IT Matter? Harvard Business Review. 81,

109-112 (2003).

38.

R0305B.qxd - ITDoesntMatter.pdf,

https://www.classes.cs.uchicago.edu/archive/2014/fall/51210-1/required.reading/ITDoesnt Matter.pdf.

39.

Porter, M.E., Millar, V.E.: How Information Gives You Competitive Advantage. Harvard Business Review. 63, 149–160 (1985).

40.

Porter, M.E.: Competitive Strategy: Techniques for Analyzing Industries and Competitors. Free Press, New York (1980).

41.

Christensen, C.M., Raynor, M.E., McDonald, R.: What Is Disruptive Innovation? Harvard Business Review. (2015).

42.

Utterback, J.M., Acee, H.J.: Disruptive Technologies: An Expanded View. International Journal of Innovation Management. 9, 1–17 (2005). https://doi.org/10.1142/S1363919605001162.

43.

Dudovskiy, J.: Apple Value Chain Analysis | Business Research Methodology, https://research-methodology.net/apple-value-chain-analysis/.

44.

Ferguson, E.: Apple Inc. Five Forces Analysis (Porter's Model) | Panmore Institute,

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

46.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

47.

Chaffey, D.: Digital Business and E-Commerce Management: Strategy, Implementation and Practice. Pearson, Harlow, England (2015).

48.

Chaffey, D.: Digital Business and E-Commerce Management: Strategy, Implementation and Practice. (2014).

49.

Laudon, K.C., Laudon, J.P.: Opening Case: Rugby Football Union Tries Big Data. In: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

50.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. (2014).

51.

Chui, M.: The Internet of Things. McKinsey Quarterly. 70–79 (2010).

Semantic Web | W3C, https://www.w3.org/standards/semanticweb/.

53.

Bo, X., Benbasat, I.: E-Commerce Product Recommendation Agents: Use, Characteristics, and Impact. MIS Quarterly. 31, 137–209 (2007).

54.

Shaw, T.: Web 3.0 Gives Business Smarter Infrastructure | Baseline, http://www.baselinemag.com/c/a/Intelligence/Web-30-Gives-Business-Smarter-Infrastructure-576336.

55.

Hackbarth, G., Kettinger, W.J.: Building an E-Business Strategy. Information Systems Management. 17, 78–94 (2000).

56.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

57.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

58.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

59.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. (2014).

Davenport, T.H., Barth, P., Bean, R.: How 'Big Data' Is Different. MIT Sloan Management Review. (2012).

61.

McAfee, A., Brynjolfsson, E.: Big Data: The Management Revolution. Harvard Business Review. 90, 60–68 (2012).

62.

Radadia, J.: Breaking the Bad Data Bottlenecks. Information Management Magazine. (2010).

63.

Firican, G.: The 10 Vs of Big Data | TWDI - Upside, https://tdwi.org/articles/2017/02/08/10-vs-of-big-data.aspx.

64.

Cukier, K.N., Mayer-Schoenberger, V.: Why Big Data Is on the Rise | Foreign Affairs, https://www.foreignaffairs.com/articles/2013-04-03/rise-big-data.

65.

Elmasri, R., Navathe, S.: Fundamentals of Database Systems. Pearson, Harlow, Essex (2014).

66.

Kroenke, D.M., Auer, D.J.: Database Processing: Fundamentals, Design, and Implementation. Pearson, Boston (2016).

Silberschatz, A., Korth, H.F., Sudarshan, S.: Database System Concepts. McGraw-Hill, New York (2011).

68.

Date, C.J.: An Introduction to Database Systems. Pearson/Addison Wesley, Boston (2004).

69.

Inmon, W.H.: Building the Data Warehouse. Wiley, Indianapolis (2005).

70

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

71.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

72.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

73.

Brynjolfsson, E.: Strength in Numbers: How Does Data-Driven Decisionmaking Affect Firm Performance? SSRN Electronic Journal. (2011). https://doi.org/10.2139/ssrn.1819486.

74.

Davenport, T.H., Patil, D.J.: Data Scientist: The Sexiest Job Of the 21st Century. Harvard Business Review. 90, 70–76 (2012).

Barton, D., Court, D.: Making Advanced Analytics Work For You. Harvard Business Review. 90, 78–83 (2012).

76.

Eckerson, W.: Big Data Analytics: Profiling the Use of Analytical Platforms in User Organizations, http://tdwi.org/%7E/media/8E51AC2BE2664D83BF1F503BED557105.pdf.

77.

Watson, H.J.: Real-Time Business Intelligence: Best Practices at Continental Airlines. Information Systems Management. 23, 7–18 (2006).

78.

Davenport, T.H.: Analytics 3.0. Harvard Business Review. 91, 64-72 (2013).

79.

Marchand, D.A., Peppard, J.: Why IT Fumbles Analytics. Harvard Business Review. 91, 104–112 (2013).

80.

Fisher, L.: Data Management Platforms - Using Big Data to Power Marketing Performance - eMarketer.

https://web.archive.org/web/20150509153317/http://www.emarketer.com/Webinar/Data-Management-PlatformsUsing-Big-Data-Power-Marketing-Performance/4000073.

81.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

82.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

Laudon, K.C., Laudon, J.P.: Opening Case: Rugby Football Union Tries Big Data. In: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

84.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. (2014).

85.

Bocij, P.: An Introduction To Acquiring and Developing BIS. In: Business Information Systems: Technology, Development and Management. pp. 279–318. Financial Times Prentice Hall, Harlow (2008).

86.

Soliman, K.: ASPs: Do They Work? Information Systems Management. 20, 50-57 (2003).

87.

Susarla, A.: Understanding the Service Component of Application Service Provision: An Empirical Analysis of Satisfaction With Asp Services. MIS Quarterly. 27, 91–123 (2003).

88.

Wulf, V., Jarke, M.: The Economics of End-User Development. Communications of the ACM. 47, 41–42 (2004).

89.

Aron, R.: Just Right Outsourcing: Understanding and Managing Risk. Journal of Management Information Systems. 22, 37–55 (2005).

Sahay, B.S., Gupta, A.K.: Development of Software Selection Criteria for Supply Chain Solutions. Industrial Management & Data Systems. 103, 97–110 (2003). https://doi.org/10.1108/02635570310463429.

91.

Smith, J.: Managing Your IT Total Cost of Ownership. Communications of the ACM. 45, 101–106 (2002).

92.

Kern, J.: How to Determine Cloud TCO | Information Management Online, https://web.archive.org/web/20210126185934/https://www.information-management.com/news/how-to-determine-cloud-tco.

93.

McAfee, A.: What Every CEO Needs to Know About The Cloud. Harvard Business Review. 89, 124–132 (2011).

94.

Cloud Computing News - IaaS, SaaS, PaaS, Data Security, CIO, Analysis - Cloud Tech News, http://www.cloudcomputing-news.net/.

95.

Avison, D., Fitzgerald, G.: Information Systems Development: Methodologies, Techniques and Tools. McGraw-Hill Education, London (2006).

96.

Subramanian, G.H.: Balancing Four Factors in System Development Projects. Communications of the ACM. 52, 118–121 (2009). https://doi.org/10.1145/1562764.1562794.

Boehm, B.W.: A Spiral Model of Software Development and Enhancement. Computer. 21, 61–72 (1988). https://doi.org/10.1109/2.59.

98.

Sircar, S.: Revolution or Evolution? a Comparison of Object-Oriented and Structured Systems Development Methods. MIS Quarterly. 25, 457–471 (2001).

99.

DSDM Consortium, https://web.archive.org/web/20160304231401/https://www.dsdm.org/.

100.

Laudon, K., Laudon, J.: Foundations of Business Intelligence: Databases and Information Management. In: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

101.

Laudon, K., Laudon, J.: Foundations of Business Intelligence: Databases and Information Management. In: Essentials of Management Information Systems (2015).

102.

Laudon, K., Laudon, J.: Building Information Systems and Managing Projects. In: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

103.

Laudon, K., Laudon, J.: Building Information Systems and Managing Projects. In: Essentials of Management Information Systems (2015).

Bocij, P.: Systems Analysis. In: Business Information Systems: Technology, Development and Management. pp. 373–416. Financial Times Prentice Hall, Harlow (2008).

105.

Avison, D., Fitzgerald, G.: Information Systems Development: Methodologies, Techniques and Tools. McGraw-Hill Education, London (2006).

106.

Avison, D.E., Shah, H.U.: The Information Systems Development Life Cycle: A First Course in Information Systems. McGraw-Hill, London (1997).

107.

Browne, G.J., Rogich, M.B.: An Empirical Investigation of User Requirements Elicitation: Comparing the Effectiveness of Prompting Techniques. Journal of Management Information Systems. 17, 223–249 (2001).

108.

Shi, Y.: A Consensus Ranking for Information System Requirements. Information Management & Computer Security. 4, 10–18 (1996). https://doi.org/10.1108/09685229610114169.

109.

Lindstrom, L., Jeffries, R.: Extreme Programming and Agile Software Development Methodologies. Information Systems Management. 21, 41–52 (2004).

110.

Appan, R., Browne, G.J.: The Impact of Analyst-Induced Misinformation on the Requirements Elicitation Process. MIS Quarterly. 36, 85–106 (2012).

Hoffer, J.A., Ramesh, V., Topi, H.: Modern Database Management. Pearson, Upper Saddle River (2016).

112.

Hoffer, J.A., Ramesh, V., Topi, H.: Modern Database Management. Pearson, Boston, [Massachusetts] (2016).

113.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

114.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

115.

Laudon, K.C., Laudon, J.P.: Opening Case: Rugby Football Union Tries Big Data. In: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

116.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. (2014).

117.

Seddon, P.B.: A Multi-Project Model of Key Factors Affecting Organizational Benefits From Enterprise Systems. MIS Quarterly. 34, 305-A11 (2010).

118.

Davenport, T.H.: Putting the Enterprise into the Enterprise System. Harvard Business Review. 76, 121–131 (1998).

Kumar, K., Van Hillegersberg, J.: ERP Experiences and Evolution. Communications of the ACM. 43, 22–26 (2000).

120.

Kanaracus, C.: Survey Finds ERP Software Project Overruns 'Distressingly Common' | Computerworld,

http://www.itworld.com/article/2723501/enterprise-software/survey-finds-erp-software-project-overruns--distressingly-common-.html.

121.

Hitt, L.M., Wu, D.J., Zhou, X.: Investment in Enterprise Resource Planning: Business Impact and Productivity Measures. Journal of Management Information Systems. 19, 71–98 (2002).

122.

Top 5 Reasons ERP Implementations Fail and What You Can Do About It, https://cdn2.hubspot.net/hub/52892/file-345156864-pdf/docs/Top\_5\_Reasons\_ERP\_Implementations\_Fail.pdf, (2013).

123.

Miller, T.: Top 10 Reasons for ERP Failure (And How to Avoid It) | ERP Focus, https://www.erpfocus.com/erp-failure-10-reasons-why-your-erp-project-could-crash-article-540.html.

124.

Klein, R., Rai, A.: Interfirm Strategic Information Flows in Logistics Supply Chain Relationships. MIS Quarterly. 33, 735–762 (2009).

125.

Rai, A., Patnayakuni, R., Seth, N.: Firm Performance Impacts of Digitally Enabled Supply Chain Integration Capabilities. MIS Quarterly. 30, 225–246 (2006).

Olson, D.L.: Supply Chain Information Technology. Business Expert Press, New York, NY (2014).

127.

Olson, D.L.: Supply Chain Information Technology.

128.

Thrasher, J.: What is RFID Used for in the Real World? | RFIDinsider, http://blog.atlasrfidstore.com/what-is-rfid-used-for-in-applications.

129.

Iriana, I., Buttle, F.: Strategic, Operational, and Analytical Customer Relationship Management. Journal of Relationship Marketing. 5, 23–42 (2008).

130.

Woodcock, N.: Social CRM as a Business Strategy. Journal of Database Marketing & Customer Strategy Management. 18, 50–64 (2011).

131.

Davenport, T.H.: Know What Your Customers Want Before They Do. Harvard Business Review. 89, 84–92 (2011).

132.

Maklan, S.: Why CRM Fails -- and How to Fix It. MIT Sloan Management Review. 52, 77-85 (2011).

Chen, I.J., Popovich, K.: Understanding Customer Relationship Management (CRM). Business Process Management Journal. 9, 672–688 (2003). https://doi.org/10.1108/14637150310496758.

134.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

135.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

136.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

137.

Laudon, K.C., Laudon, J.P.: Essentials of Management Information Systems.

138.

Aral, S.: Productivity Effects of Information Diffusion in Networks, http://ebusiness.mit.edu/research/papers/2007.07\_Aral\_Brynjolfsson\_Van%20Alstyne\_Productivity%20Effects%20of%20Information 234.pdf, (2007).

139

Bughin, J., Byers, A.H., Chui, M.: How Social Technologies Are Extending the Organization. Survey. (2011).

140.

Banker, R.D.: Cio Reporting Structure, Strategic Positioning, and Firm Performance. MIS Quarterly. 35, 487–504 (2011).

Guillemette, M.G., Paré, G.: Toward a New Theory of the Contribution of the It Function in Organizations. MIS Quarterly. 36, 529–551 (2012).

#### 142.

Deiser, R., Newton, S.: Six Social-Media Skills Every Leader Needs. McKinsey Quarterly. 62–75 (2013).

#### 143.

Gorry, G.A., Morton, M.S.S.: A Framework for Management Information Systems. Sloan Management Review. 30, 49–62 (1989).

# 144.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

# 145.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

#### 146.

Wallace, P.M.: Project Management and Strategic Planning. In: Introduction to Information Systems. Pearson, Boston (2015).

# 147.

Laudon, K., Laudon, J.: Building Information Systems and Managing Projects. In: Essentials of Management Information Systems (2015).

Gold, A.H., Gray, G.L., Jones, C.G., Miller, D.W.: Strategies for Improving Systems Development Project Success [open access]. Issues in Information Systems. XI, 164–173 (2010).

149.

Killen, C.P., Hunt, R.A.: Robust Project Portfolio Management: Capability Evolution and Maturity. International Journal of Managing Projects in Business. 6, 131–151 (2013). https://doi.org/10.1108/17538371311291062.

150.

Weinberg, N.: Business Continuity and Disaster Recovery Planning: The Basics | CSO Online,

http://www.csoonline.com/article/2118605/disaster-recovery/pandemic-preparedness-business-continuity-and-disaster-recovery-planning-the-basics.html.

151.

Association for Project Management | The Professional Body for Project Management, https://www.apm.org.uk/.

152.

PMI | Project Management Institute, http://www.pmi.org/.

153.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

154.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

155.

Laudon, K., Laudon, J.: Securing Information Systems. In: Essentials of Management

Information Systems. Pearson Education Ltd, Harlow, England (2015).

156.

Laudon, K., Laudon, J.: Securing Information Systems. In: Essentials of Management Information Systems (2015).

157.

Dhillon, G.: Principles of Information Systems Security: Text and Cases. Wiley, Hoboken, N.J. (2007).

158

2015 Cost of Cyber Crime Study: United Kingdom, https://web.archive.org/web/20160207182639/http://cybersecuritysummit.co.uk/wp-content/uploads/2015/06/2015-UK-CCC-FINAL-3.pdf.

159.

2017 Cost of Cyber Crime Study | Accenture - Accenture-2017-CostCyberCrimeStudy.pdf, https://www.accenture.com/t20170926T072837Z $_w_/$ us-en/\_acnmedia/PDF-61/Accenture -2017-CostCyberCrimeStudy.pdf.

160.

State of Cybersecurity: Implications for 2015, http://www.isaca.org/cyber/Documents/State-of-Cybersecurity\_Res\_Eng\_0415.pdf.

161.

Shein, E.: Companies Proactively Seek Out Internal Threats. Communications of the ACM. 58, 15–17 (2015). https://doi.org/10.1145/2820423.

162.

Understanding Distributed Denial of Service Attacks | YouTube,

https://www.youtube.com/watch?v=NogCN78XN2w#action=share.

163.

Laudon, K., Laudon, J.: Ethical and Social Issues in Information Systems. In: Essentials of Management Information Systems. Pearson Education Ltd, Harlow, England (2015).

164.

Laudon, K., Laudon, J.: Ethical and Social Issues in Information Systems. In: Essentials of Management Information Systems (2015).

165

Hendel, J., Doherty, T.: GRAPHIC: America's Digital Divide, in 2 Maps | Politico, https://www.politico.com/agenda/story/2018/02/07/digital-divide-in-america-graphic-00063 9.

166.

The Digital Divide | Politico, https://www.politico.com/agenda/issue/the-digital-divide.

167.

Wall, T.: 'I'm 57 and My Parents Have to Feed Me': The Universal Credit Digital Obstacle Course. Guardian. (2019).

168

Chatterjee, S.: The Behavioral Roots of Information Systems Security: Exploring Key Factors Related to Unethical IT Use. Journal of Management Information Systems. 31, 49–87 (2015).

169.

Stahl, B.C.: Teaching Ethical Reflexivity in Information Systems: How to Equip Students to Deal With Moral and Ethical Issues of Emerging Information and Communication

Technologies. Journal of Information Systems Education. 22, 253–260 (2011).

170.

Oz, E.: Ethical Standards for Information Systems Professionals: A Case for a Unified Code. MIS Quarterly. 16, 423–433 (1992).

171.

Luzak, J.: Privacy Notice for Dummies? Towards European Guidelines on How to Give 'Clear and Comprehensive Information' on the Cookies' Use in Order to Protect the Internet Users' Right to Online Privacy. Journal of Consumer Policy. 37, 547–559 (2014).

172.

Smith, M.S.: Protecting Privacy in an IoT-Connected World. Information Management Journal. 49, 36–39 (2015).

173.

Lee, D.-J.: Managing Consumer Privacy Concerns in Personalization: A Strategic Analysis of Privacy Protection. MIS Quarterly. 35, 423-A8 (2011).

174.

World Development Report 2016 - Main Message: Digital Dividends, http://pubdocs.worldbank.org/en/155841452690992989/WDR2016MainMessages-ENGLISH-WebRes.pdf, (2016).

175.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

176.

Wallace, P.M.: Introduction to Information Systems. Pearson, Boston (2015).

Wallace, P.M.: Knowledge Management and E-Learning. In: Introduction to Information Systems. Pearson, Boston (2015).

178.

Laudon, K., Laudon, J.: Improving Decision Making and Managing Knowledge. In: Essentials of Management Information Systems (2015).

179.

Wang, Y.: Social Influence and Knowledge Management Systems Use: Evidence From Panel Data. MIS Quarterly. 37, 299–313 (2013).

180.

Majchrazk, A.: The Impact of Shaping on Knowledge Reuse for Organizational Improvement With Wikis. MIS Quarterly. 37, 455-A12 (2013).

181.

Hau, Y.S.: The Effects of Individual Motivations and Social Capital on Employees' Tacit and Explicit Knowledge Sharing Intentions. International Journal of Information Management. 33, 356–366 (2013). https://doi.org/10.1016/j.ijinfomgt.2012.10.009.

182.

Solitander, M., Solitander, N.: The Sharing, Protection and Thievery of Intellectual Assets. Management Decision. 48, 37–57 (2010). https://doi.org/10.1108/00251741011014445.

183.

Wang, Y., Meister, D.B., Gray, P.H.: Social Influence and Knowledge Management Systems Use: Evidence From Panel Data. MIS Quarterly. 37, 299–313 (2013).

Easterby-Smith, M., Lyles, M.A.: Handbook of Organizational Learning and Knowledge Management. John Wiley, Chichester (2011).

185.

Easterby-Smith, M., Lyles, M.A.: Handbook of Organizational Learning and Knowledge Management. John Wiley, Chichester (2011).

186.

Jashapara, A.: Knowledge Management: An Integrated Approach. Financial Times Prentice Hall, Harlow (2011).

187.

Jashapara, A.: Knowledge Management: An Integrated Approach. Pearson Education Limited, Harlow, England (2004).

188.

Knowledge Workers - Who They Are and What They Do | CFI, https://corporatefinanceinstitute.com/resources/knowledge/other/knowledge-workers/.