Chapter VII

Adaptive Collaborative Work and XML Web Services:

Benefits of Application into Information Infrastructure and Human Resources

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Abstract

In this chapter, we discuss XML Web services, which integrates different systems and applications into one comprehensive system. XML Web services connects different entities such as corporations, governmental bodies, and nonprofit organizations, enabling the adaptive collaboration work (ACW) which is essential to promptly meet the increasingly diverse needs and kaleidoscopic changes in the economy. ACW is critical in the ubiquitous society where constant improvement of business processes and cooperation and collaboration with both existing and new systems are

required. We propose the advanced application of XML Web services based on the ACW would enable a variety of organizations to collaborate with each other on the Internet and ultimately increase their productivity and efficiency. XML Web services effectively strengthens business management as it enables organizations to share personnel information across the board, therefore, organizations can unify management of their human resources. In the ubiquitous society, whether it is public or private, organizations need to develop and cultivate human resources capable of planning integrative strategy with information and communications technologies (ICT), designing and developing systems, managing hardware and software, and operating/maintaining systems. XML Web services based on the ACW gives suggestions on tactical solutions for these emerging agendas.

Introduction

Over the past years, we have witnessed the drastic changes in our ubiquitous society. This networked society—enabled by the revolution of information and communications technologies (ICT)—can also be called a knowledge-based society. Knowledge is no longer equivalent to establishing policies and building machines as it used to be in a traditional industrial society in the 20th century that solely pursued efficiency. Rather, today's knowledge is considered ecological and organic in a way that it is flexible enough to swiftly sense numerous shifts in the environment. Furthermore, the main characteristic of knowledge in 21st-century networked society is connectivity through network for the purpose of achieving higher goals. Such achievement is based on the innovations and new creations. The new method that integrates a number of different systems and applications into one system to enable the adaptive collaborative work (ACW) has been generating much attention as it may meet the diverse and growing demands in the future of the ubiquitous society. In other words, in our ubiquitous society with advanced information and communications technologies (ICT) infrastructure, tacit knowledge, the most difficult yet valuable type of knowledge to be transmitted which is gained through personal experiences and stored within individuals, is thought to have better chances of being transferred and stored on the network. Therefore, it is essential to build a platform to make tacit knowledge more accessible and shareable in society.

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