Blair, A. (2010) Information Overload, Then and Now. The Chronicle of Higher Education Review. November 28. Retrieved November 15, 2010 from <http://chronicle.com/article/Information-Overload-Then-and/125479/?sid=cr&utm_source=cr&utm_medium=en>

Green, P. (2010 ) Social Media Is Challenging Notions of the Data, Information, Knowledge, Wisdom (DIKW) Hierarchy. CMS Wire. August 16. Retrieved November 25, 2010 from <http://www.cmswire.com/cms/enterprise-20/social-media-is-challenging-notions-of-the-data-information-knowledge-wisdom-dikw-hierarchy--008320.php>

Liu, X. and Errey, C. (2006) Socio-technical systems - there's more to performance than new technology.  PTG Global.  Retrieved February 27, 2011, from [http://www.ptg-global.com/PDFArticles/Socio%20technical%20systems%20-%20There's%20more%20to%20performance%20than%20new%20technology%20v1.0.pdf](http://www.ptg-global.com/PDFArticles/Socio%20technical%20systems%20-%20There%27s%20more%20to%20performance%20than%20new%20technology%20v1.0.pdf)

Bellinger, G., Castro, D., & Mills, A. (2004) Data, Information, Knowledge, and Wisdom. The Way of Systems. November 15, 2010 from <http://www.systems-thinking.org/dikw/dikw.htm>