

1. Record Nr.	UNINA9910299037603321
Titolo	The 8th International Conference on Knowledge Management in Organizations : Social and Big Data Computing for Knowledge Management / / edited by Lorna Uden, Leon S.L. Wang, Juan Manuel Corchado Rodríguez, Hsin-Chang Yang, I-Hsien Ting
Pubbl/distr/stampa	Dordrecht : , : Springer Netherlands : , : Imprint : Springer, , 2014
ISBN	9789400772878 9400772874
Edizione	[1st ed. 2014.]
Descrizione fisica	1 online resource (xiv, 629 pages) : illustrations (some color)
Collana	Springer Proceedings in Complexity, , 2213-8692
Disciplina	004
Soggetti	Information technology - Management Industrial organization Data mining Graph theory Telecommunication Computer Application in Administrative Data Processing Organization Data Mining and Knowledge Discovery Graph Theory Communications Engineering, Networks
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"ISSN: 2213-8684."
Nota di bibliografia	Includes bibliographical references.
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## Sommario/riassunto

The proceedings from the eighth KMO conference represent the findings of this international meeting which brought together researchers and developers from industry and the academic world to report on the latest scientific and technical advances on knowledge management in organizations. This conference provided an international forum for authors to present and discuss research focused on the role of knowledge management for innovative services in industries, to shed light on recent advances in social and big data computing for KM as well as to identify future directions for researching the role of knowledge management in service innovation and how cloud computing can be used to address many of the issues currently facing KM in academia and industrial sectors.