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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Contents; Figures; Preface; 1 What We Know about Knowledge Management Systems; Some Brief Definitions; Expectations from Current and Planned KM Systems; What Does the Reader Want from a Book Like This?; The Process Flow Model; 2 Why KM Systems Are Needed-Temporal and Spatial Dimensions; Why KM Systems Need a Spatial Dimension; Many Design and Operating Issues Remain in KM Systems-Lessons Learned to Date; Adequate Technology for KM Systems Is Currently in Hand or on the Way; Does Everyone Need a KM System?; Components of Intelligent Machines for KM Systems; Common Engines Some Software Tools to Support Communication in KM Systems3 Why Has KM Worked or Not Worked?; Organizational Factors; Human Factors; Factors Inherent in the KM Systems; Strategies That Do Not Work; Why KM Has Worked; Factors Affecting Use of Other Systems; 4 How to Start; Who Should Kick It Off; The Design and Rollout Team; How to Keep It Simple; How to Start Developing or Re-developing a KM System; Methodologies for Designing Systems from the Viewpoint of the User; Field Experiments; Chapter Nuggets; 5 How to Measure Costs and Benefits of a KM System; Why Measure; What to Measure

Which Metrics to Use Metrics at the Organizational Level; How to Set Up a Metrics System; Role of Culture and Procedures; How to Link Metrics to Managerial Practice; 6 What Are Intellectual or Knowledge Nuggets?; Introduction and Some Examples; Nuggets vs. Planning and Forecasting; Trust in Sources and Experts and the Robustness of Nuggets; Whom to Trust with Respect to the "Truth" or Usefulness of Nuggets; Parsing and Peeling the Nuggets; Keywords and Other Tags for Identifying and Retrieving Nuggets; Supernuggets; Transferability of Nuggets; Nuggets as Personal Property  
A Final Note on Raw Nuggets Chapter Nuggets; 7 Who Are the Key Players?; Categories of Key Players; Experts: Internal and External; Roles Related to the Tasks in the Process Model; Direct Tasks; Supporting Tasks; Key Players; Changes in User Population and Needs; Chapter Nuggets; 8 How to Sell KM Systems; What Are We Selling?; How to Sell to Internal Customers; Selling in Stages; How to Sell to External Customers; 9 Who Are the Users? What Are Their Needs and Characteristics?; The Need for Improved User Interfaces; Some Key Aspects of User Interfaces; Interactive Interfaces  
Information Seeking and Using Style Individual KM Systems; The Role of Intelligent Assistants; Some Methodologies for Designing Systems for the User; Chapter Nuggets; 10 How to Address Special Cases and Application Areas; Committees and Task Forces; Purchasing; Management of Medical Technology; New CEO or Other Senior Manager; Fatal or Expensive Flaws in Strategy; Downsizing and Restructuring; Retirements, Individual Reassignments, Promotions, Turnover, and Other Losses or Unavailabilities of Key People; Refocusing the R&D/Technology Program in New Directions  
Capturing and Preserving Intellectual Property Involved in Acquisitions and Strategic Alliances

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## Sommario/riassunto

Every organization should have some method of capturing, storing, transforming, retrieving, and using knowledge and lessons learned. This book has been written to help managers throughout the organization to design and develop knowledge management systems that are effective and lasting. Successful knowledge management systems are integrated into the corporate culture and the existing information systems apparatus. They are introduced gradually, so as not to clutter the testing phase with too many details. And simple and appropriate metrics are utilized at each stage of the design and operating

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