

1. Record Nr.	UNINA9910455226803321
Titolo	Knowledge management strategy and technology / / Richard F. Bellaver, John M. Lusa, editors
Pubbl/distr/stampa	Boston ; , : Artech House, , ©2002 [Piscataqay, New Jersey] : , : IEEE Xplore, , [2001]
ISBN	1-58053-683-2
Descrizione fisica	1 online resource (266 p.)
Collana	Artech House computing library
Altri autori (Persone)	BellaverRichard F LusaJohn M
Disciplina	658.4/038
Soggetti	Information networks - Management Information technology - Management Internet - Management Knowledge management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	V; Preface xi; Introduction xix; 1 A practical framework for understanding KM 1; 1.1 Introduction 1; 1.2 Information is knowledge in motion 5; 1.3 Applying Gates's metaphor of a "digital nervous 1.3 Applying Gates's metaphor of a "digital nervous 11; 1.4 Moving and using information: the practice of information networking in a KM context 16; 1.5 Conclusion 18; Endnotes 21; Acknowledgments 22; 2 Document imaging and management: taming the paper tiger 23; 2.1 Introduction 23; 2.2 Information revolution 24; 2.3 System solutions 29. 2.4 The moving parts of DIM 332.5 Questions to be answered 38; 2.6 Professionalism in the field 39; 2.7 Conclusion 39; References 40; 3 Groupware: messaging and cooperation 41; 3.1 Introduction 41; 3.2 A wide view 42; 3.3 Conclusion 56; References 57; 4 Developing effective knowledge with both qualitative and quantitative research 59; 4.1 Introduction 59; 4.2 Problems 62; 4.3 Solutions 65; 4.4 What to do next: use new technology 72; 4.5 Conclusion 73; References 74; 5 Systems architecture: the preparation for KM 75; 5.1 Introduction 75.

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Sommario/riassunto

This unique resource gives you a thorough, up-to-date understanding of knowledge management (KM) and details the techniques you need to identify, manage, control the flow, store, and share access to information. Utilizing real-world case studies and in-depth discussions, the book helps you develop a strategy for implementing programs to take advantage of the power of knowledge, create systems to make knowledge readily available throughout your organization, and prepare directory systems that provide a source for locating and interacting with knowledge workers and automating the sharing of know.
