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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.
