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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.
5.2 Problems: the opportunities and the challenges 795.3

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.