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Sommario/riassunto	Effective Document and Data Management illustrates the operational and strategic significance of how documents and data are captured, managed and utilized. Without a coherent and consistent approach the efficiency and effectiveness of the organization may be undermined by less poor management and use of its information. This third edition of the book is restructured to take this broader view and to establish an organizational context in which information is management. Along the way Bob Wiggins clarifies the distinction between information management, data management and knowledge management;