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Nota di contenuto	Cover; Title Page; Copyright; Contents; Preface; Introduction; 1: Information Systems and Digital Technology; 1.1. The concept of information systems; 1.2. History of the concept of information systems; 1.2.1. The centralized processing stage (1950's-1960's); 1.2.2. The data decentralization stage (1970's-1990's); 1.2.3. The interoperability and standardization stage (1990's); 1.2.4. The universality and globalization stage (2000 onward); 1.3. What is "digital" technology?; 1.4. Information systems and digital technology for business; 1.5. Key points; 2: Knowledge Management 2.1. Historical overview 2.2. Knowledge Management: two dominant approaches; 2.2.1. The technological approach; 2.2.2. The managerial and sociotechnical approach to KM; 2.3. Specific management principles for KM; 2.3.1. Definition of Knowledge Management; 2.3.2. The organizational context; 2.3.2.1. The sociotechnical environment; 2.3.2.2. Value-adding processes; 2.3.3. The vision; 2.3.4. Guiding principles; 2.3.5. Ad hoc infrastructures; 2.3.5.1. The concept of Ba; 2.3.5.2. The "semi-open operating mode"; 2.3.6. Generic KM processes; 2.3.6.1. Knowledge localization

2.3.6.2. Knowledge preservation 2.3.6.3. Knowledge valorization; 2.3.6.4. Knowledge actualization; 2.3.6.5. Organizational learning processes; 2.3.7. Methods and tools for KM; 2.4. A model for general knowledge management within the enterprise (MGKME); 2.4.1. Description of the MGKME; 2.4.2. State indicators for knowledge management systems; 2.5. Conclusions; 2.6. Key points; 3: The Enterprise's Information and Knowledge System (EIKS); 3.1. Basic theories; 3.1.1. Three fundamental postulates; 3.1.2. Creation of individual and tacit knowledge 3.1.3. Commensurability of interpretative frameworks 3.1.4. Conditions in which knowledge can be assimilated to an object; 3.2. The enterprise's information and knowledge system; 3.3. A knowledge system is not a knowledge-based system; 3.4. Evolution of an EIKS; 3.5. Representative example of an EIKS; 3.5.1. Presentation of the context; 3.5.2. EIKS in this context; 3.6. Key points; Conclusions and Perspectives; Appendix: Seven Golden Rules for Successful Knowledge Management; A.1. Clearly differentiate between the two types of knowledge in the company A.2. Increase the focus on individual knowledge A.3. Do not confuse skills with competence; A.4. Avoid considering knowledge as objects; A.5. Clearly differentiate between the three types of informa; A.6. Correctly position the concept of knowledge management; A.7. Include all four dimensions of KM; A.7.1. The economic and strategic dimension; A.7.2. The organizational dimension; A.7.3. The sociocultural dimension; A.7.4. The technological dimension; Bibliography; Index

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## Sommario/riassunto

The purpose of this book is to question the relationships involved in decision making and the systems designed to support it: decision support systems (DSS). The focus is on how these systems are engineered; to stop and think about the questions to be asked throughout the engineering process and, in particular, about the impact designers' choices have on these systems. This therefore involves identifying the elements of the problem of decision support systems engineering: the main objects and dimensions to be considered and the relationships they involve, issues at the levels of the decision

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