

Knowledge Management: An Introduction

This introductory level textbook critically reviews and analyses the key themes underpinning knowledge management in organisations. It presents the key debates in this area, including coverage of epistemologies of knowledge, managing and sharing knowledge, and learning and innovation.

Discusses management models and concepts, strategies for sharing knowledge, and ways to implement the concept within a company.

Organizations are facing major disruptions in technology, consumer preferences, and in the makeup of their workforce, and as a result, they will need to adapt to these rapidly changing times to stay effective. Organizations that are able to tap into the collective knowledge of their employees and leverage their insights will have an advantage over those that lack this connectivity.

Implementing a knowledge management (KM) strategy can help organizations improve operational effectiveness, innovation, and adapt to changes, but the majority of KM implementations fail due to misalignment with the organization's existing culture.

Organizational culture can enable effective KM, or it can be a barrier to its implementation. The Handbook of Research on Organizational Culture Strategies for Effective Knowledge Management and Performance defines the relationship between organizational culture and knowledge management and how they impact one another. This handbook also identifies critical business practices to assist organizations in transitioning to work from home while maintaining a strong corporate culture that includes beneficial knowledge-sharing behaviors. Covering topics including knowledge management, organizational culture, and change management, this text is essential for managers, executives, practitioners, leaders in business, non-profits, academicians, researchers, and students looking for research on how organizations can thrive and adapt due to emerging global disruptions as well as local or internal disruptions.

"Addressing the critical issue of knowledge transfer within an organization, this book offers practical advice on how to structure the transition of documented information and the even more valuable non-documented knowledge that outgoing staffers have before it leaves with them. Whether a result of a retirement, an acquisition, promotions, transfers, or layoffs-all organizations have lost what these authors call "deep smarts" when workers leave. Now, Dorothy Leonard and Walter Swap, coauthors of the popular Deep Smarts, and their coauthor Gavin Barton offer a solution. The trio has constructed a new approach that not only helps organizations put in place the structures and practices to pass along knowledge from expert to successor, but also identifies tacit knowledge-knowledge that is largely undocumented and lives inside of people's heads. Based on theory and research, this book offers a variety of examples, tools, and templates to take action before essential knowledge disappears"--

Systems and Processes

Principles and Practice

Tools for Managing Your Company's Deep Smarts

An Introduction

The Knowledge Manager's Handbook

By Robert C. Camp, PhD, PE Chairman Global Benchmarking Network (GBN), Best Practice Institute™, Rochester, NY, USA The perception, sharing, and adoption of best practices is mostly attributed to the activity called benchmarking. Obtaining maximum value from best practices is usually attributed to knowledge management. One is an extension of the other. Knowledge management can be looked upon as the management of knowledge about best practices whether in the mind as human capital or as intellectual assets or property. Most organizations now recognize the absolute imperative for the identification and collection of best practices through benchmarking. It can be a strategic strength when practiced and a fatal weakness if not pursued. But there is a serious disconnection in the exchange and adoption process. Despite significant advances in the approaches and technology that pursue improvement (six sigma, process redesign, customer relationship management, etc.), organizations continue to experience great difficulty in successfully transferring leading practices. Some would say these are exemplary, proven, observed, or promising, but, in the final analysis, they are best practices -with the objective of becoming world class. More insight is needed into how leading, or best practices are transferred and adopted - said differently, best practices for knowledge transfer or knowledge management. This international Handbook provides a comprehensive overview of key topics, debates and issues within the now well-established field of Knowledge Management (KM). With contributions from a range of highly-skilled authors, diverse and multi-disciplinary approaches towards KM are explored in this fantastic new reference work. Topics covered include performance, ethics, sustainability and cross-cultural management, making this an equally important read to academics and practitioners working in areas such as technology, education and engineering. By analysing how the field of KM has developed over the years, as well as presenting new methods to be implemented in the workplace, this Handbook outlines a research agenda for the future of organisational learning and innovation.

A new, thoroughly updated edition of a comprehensive overview of knowledge management (KM), covering theoretical foundations, the KM process, tools, and professions. The ability to manage knowledge has become increasingly important in today's knowledge economy. Knowledge is considered a valuable commodity, embedded in products and in the tacit knowledge of highly mobile individual employees. Knowledge management (KM) represents a deliberate and systematic approach to cultivating and sharing an organization's knowledge base. This textbook and professional reference offers a comprehensive overview of the field. Drawing on ideas, tools, and techniques from such disciplines as sociology, cognitive science, organizational behavior, and information science, it describes KM theory and practice at the individual, community, and organizational levels. Chapters cover such topics as tacit and explicit knowledge, theoretical modeling of KM, the KM cycle from knowledge capture to knowledge use, KM tools, KM assessment, and KM professionals. This third edition has been completely revised and updated to reflect advances in the dynamic and emerging field of KM. The specific changes include extended treatment of tacit knowledge; integration of such newer technologies as social media, visualization, mobile technologies, and crowdsourcing; a new chapter on knowledge continuity, with key criteria for identifying knowledge at risk; material on how to identify, document, validate, share, and implement lessons learned and best practices; the addition of new categories of KM jobs; and a new emphasis on the role of KM in innovation. Supplementary materials for instructors are available online.

While this book provides a useful theoretical framework, it also includes the information required to be able to make an immediate start on implementing knowledge management systems.

Theory, Practice, and Cases

Enhancing Learning & Education

Knowledge Management Tools and Techniques

Knowledge Management in Organizations

Experience and Knowledge Management in Software Engineering

Knowledge management (KM) has become an important business strategy in an era of accelerated globalization, digitalization, and servitization of products and services. Maximizing the use of organizational resources becomes fundamental for continuous growth and prosperity. Organizations of various kinds such as resource-based organizations, product-based organizations, as well as knowledge-intensive service-oriented organizations require specific policies and support services to improve the knowledge management in their respective organizations. Knowledge Management Strategies and Applications focuses on the way organizations can create knowledge, share existing or new knowledge, and disseminate them among the stakeholders, most importantly among the employees, managers, customers, and suppliers. The selected topics are drawn from several fields of studies and give a multidisciplinary outlook. The book will be interesting not only for the researchers and students but also for the managers who want to improve knowledge sharing and innovation capabilities in their organizations.

This book focuses on the role of special libraries as knowledge management centres in their organisations. It describes the work of a special library and the special library draws on the characteristics that make the nucleus of collecting and organising knowledge which is used for the benefit of the institution. By acquiring and sharing knowledge, staff will enhance the intellectual capital of the institution. Traditionally libraries are the information centres that organise and classify information. Further on they are the proper places to create human networks and to organise the knowledge hidden in the minds of the staff. This book also examines methods to prove the value of a special library for the parent organisation when it becomes the centre to gather knowledge. Draws on the characteristics that make a special library necessary for an organisation Shows the importance of knowledge management in an organisational environment Provides ways to persuade the management of an organisation that the special library is the proper centre for knowledge management

Knowledge management as a discipline has matured over the last decade. It has moved from being a mere buzzword to an inherently fundamental concept. Simply put, the knowledge-based assets of the organization are the only source of sustainable competitive advantage in today's marketplace. Traditional resources such as land, labor, and capital, while important, are no longer sufficient for survival in today's fiercely competitive marketplace. Here, Desouza, a faculty member at the University of Washington's Information School and a leader of more than 100 knowledge management efforts in businesses and governments in thirty countries, and Scott Paquette, a faculty member at the College of Information Studies, University of Maryland who is involved in knowledge management research and corporate projects, provide an introductory overview of KM today. This book balances the theory and practice of KM. Desouza and Paquette consider the issues organizations encounter in the global marketplace. Their book is the first to integrate social media and networking into KM practice. The book's nine chapters are divided into three major parts: Part I covers foundational concepts and introduces the reader to the key elements of knowledge management. Part II explores critical activities of knowledge management. Part III offers a strategic view of knowledge management in organizations. Each chapter provides a broad overview, graphics that help readers visualize key points, and several vignettes documenting case scenarios that will help the reader digest concepts. Knowledge Management will prove ideal for instructors who have been forced to design courses around KM business texts, augmented with scholarly articles. It will also be useful to anyone who needs to better understand KM to apply it in his or her organization. At the centre of every successful organization is the knowledge of key managers and their ability to apply it. In a globally competitive world, it is becoming increasingly important to capture knowledge, develop people and establish lifelong learning to continue to compete at the leading edge of business.

Encyclopedia of Knowledge Management, Second Edition

Concepts and Best Practices

The New Knowledge Management

Introduction to Knowledge Management

Principles of Knowledge Management: Theory, Practice, and Cases

Knowledge management promises concepts and instruments that help organizations support knowledge creation, sharing and application. This book offers a comprehensive account of the many facets, concepts and theories that have influenced knowledge management and integrates them into a framework consisting of strategy, organization, systems and economics guiding the design of successful initiatives. The third edition extends coverage of the two pillars of implementing knowledge management initiatives, organization and systems. The book discusses the opportunities and challenges of managing knowledge in the new reality of Industry 4.0. Addressing paradigmatic changes in value creation due to the development of digital technologies applied to manufacturing (additive manufacturing, IoT, robotics, etc.), it includes theoretical and empirical contributions on how Industry 4.0 technologies allow firms to create and exploit knowledge. The carefully selected expert contributions highlight the potential of these technologies in acquiring knowledge from a larger number of sources

and examine approaches to innovation, organization of activities, and stakeholder development in the context of this next industrial revolution.

This book introduces readers to a wide range of knowledge management (KM) tools, techniques and terminology for enhancing innovation, communication and dedication among individuals and workgroups. The focus is on real-world business examples using commonly available technologies. The book is set out in a clear and straightforward way, with definitions highlighted, brief case studies included that illustrate key points, dialogue sections that probe for practical applications, and written exercises. Each chapter concludes with discussion questions, review questions, and a vocabulary review. An Online Instructor's Guide is available.

Written by experienced Knowledge Management (KM) project leaders and teachers, this new textbook has been designed to introduce this growing, multi-disciplinary subject to students in an engaging and effective manner. The book balances the theory and practice of KM and considers the issues organizations encounter in the global marketplace. This book is the first to integrate social media and networking into KM practice. The book's nine chapters are divided into three major parts:- Part I covers foundational concepts and introduces the reader to the key elements of knowledge management.- Part II explores critical activities of knowledge management.- Part III offers a strategic view of knowledge management in organizations. Each chapter provides a broad overview, graphics that help readers visualize key points, and several vignettes documenting case scenarios that will help the reader digest concepts. Readership: Lecturers and teachers who have been forced to design courses around KM business texts and anyone who needs to better understand KM to apply it in his or her organization.

Knowledge Management in Theory and Practice, third edition

Knowledge Management in Education

What Every Leader Should Know

New Paradigms for Value Creation

Critical Knowledge Transfer

All organizations are awash with knowledge, but much of this knowledge cannot be accessed or used. Indeed, in many cases it is not even visible because other members of the organization, or the organization's customers, are not aware of its existence.

This text provides a comprehensive introduction to the new field of knowledge management. It approaches the subject from a management rather than a highly technical point of view, and provides students with a state-of-the-art survey of KM and its implementation in diverse organizations. The text covers the nature of knowledge (tacit and explicit), the origins and units of organizational knowledge, and the evolution of knowledge management in contemporary society. It explores the implementation and utilization of knowledge management systems, and how to measure their impact, outputs, and benefits. The book includes a variety of original case studies that illustrate specific situations in which the absence or existence of knowledge management systems has been crucial to the organization's actions. Charts and figures throughout help clarify more complex phenomena and classifications, and each chapter includes review questions and a comprehensive index.

Jon-Arild Johannessen examines the history of knowledge management in order to highlight the contributions that the discipline can make to twenty-first-century strategic challenges.

Knowledge Management (KM) is the technique of using the information and knowledge that is supplied to, generated by and inherent in any organization or institution, to improve its performance. This volume demonstrates how KM can be used in education to improve learning.

The Complete Idiot's Guide to Knowledge Management

An Integrated, Historical Approach

Knowledge Management as a Strategic Asset

Information and Communication Technologies for Knowledge Management

Concepts, Tools and Approaches

This book has been written by studying the knowledge management implementation at POWERGRID India, one of the largest power distribution companies in the world. The patterns which have led to models, both hypothesized and data-enabled, have been provided. The book suggests ways and means to follow for knowledge management implementation, especially for organizations with multiple business verticals to follow. The book underlines that knowledge is both an entity and organizational asset which can be managed. A holistic view of knowledge management implementation has been provided. It also emphasizes the phenomenological importance of human resource parameters as compared to that of technological parameters. Various hypotheses have been tested to validate the significant models hypothesized. This work will prove useful to corporations, researchers, and independent professionals working to study or implement knowledge management paradigms.

Although knowledge management (KM) has already helped numerous organizations achieve competitive advantages, many organizations have yet to embark on their knowledge management journey. Geared for executives and senior managers, Beyond Knowledge Management: What Every Leader Should Know is concise and easy-to-read. It looks at 10 areas where organizations can gain competitive advantage. It shows you how to make better decisions, avoid knowledge loss, and maximize the intellectual assets of your organization. Edited by Jay Liebowitz—who is among the top 10 KM researchers/practitioners worldwide—the book examines key areas that can add value to your organization. Each chapter opens with an introduction to one of these promising areas, followed by case studies from industry, government, and not-for-profits. The case studies demonstrate how leaders at organizations such as The Coca-Cola Company, e-Bay, PricewaterhouseCoopers, University of Maryland University College, Northrop Grumman, and the U.S. Department of Health and Human Services have used the concepts discussed in the book to improve decision making. The distinguished contributors from these organizations explain how to use information and decision technologies, strategic intelligence, e-learning, human capital, innovation, globalization, and relationships, to improve operations and achieve an advantage over your competitors. The powerful approaches described in this book will not only help you preserve your most valued intellectual assets but also infuse the vitality and creativity your organization will need to stay one step ahead of the competition.

In this volume organizational learning theory is used to analyse various practices of managing and facilitating knowledge sharing within companies. Experiences with three types of knowledge sharing, namely knowledge acquisition, knowledge reuse, and knowledge creation, at ten large companies are discussed and analyzed. This critical analysis leads to the identification of traps and obstacles when managing knowledge sharing, when supporting knowledge sharing with IT tools, and when organizations try to learn from knowledge sharing practices. The identification of these risks is followed by a discussion of how organizations can avoid them. This work will be of interest to researchers and practitioners working in organization science and business administration. Also, consultants and organizations at large will find the book useful as it will provide them with insights into how other organizations manage and facilitate knowledge sharing and how potential failures can be prevented.

Knowledge Management has evolved into one of the most important streams of management research, affecting organizations of all types at many different levels. The Encyclopedia of Knowledge Management, Second Edition provides a compendium of terms, definitions and explanations of concepts, processes and acronyms addressing the challenges of knowledge management. This two-volume collection covers all aspects of this critical discipline, which range from knowledge identification and representation, to the impact of Knowledge Management Systems on organizational culture, to the significant integration and cost issues being faced by Human Resources, MIS/IT, and production departments.

Introduction to Knowledge Management in Construction

The Palgrave Handbook of Knowledge Management

Knowledge Management Strategies and Applications

A Step-by-Step Guide to Embedding Effective Knowledge Management in your Organization

Knowledge Management Systems

This textbook on knowledge management draws on the authors' more than twenty years of research, teaching and consulting experience. The first edition of this book brought together European, Asian and American perspectives on knowledge-based value creation; this second edition features substantial updates to all chapters, reflecting the implications of the digital transformation on knowledge work and knowledge management. It also addresses three new topics: the impact of knowledge management practices on performance; knowledge management in the public sector; and an introduction to ISO 9001:2015 as an implementation framework. The book is intended not only for academic education but also as an essential guide for managers, consultants, trainers, coaches, and all those engaged in business, public administration or non-profit work who are interested in learning about organizations in a knowledge economy. Given its wealth of case studies, examples, questions, exercises and easy-to-use knowledge management tools, it offers a true compendium for learning about and implementing knowledge management initiatives.

Knowledge capital is at the core of the socio-economic global system. Profit and not-for profit firms, institutions, and organizations, in general, face unique opportunities and threats related to knowledge management. Digital technologies and digital transformation offer a wide array of opportunities for value creation. At the same time, organizations need to foster newer, faster, and more dynamic ways of mobilizing and managing knowledge. Emerging trends, such as artificial intelligence, collective intelligence, agile methodologies, open innovation, and co-creation enable new business models and managerial paradigms that need to be understood and conceptualized. This book offers an extensive overview of the most recent trends in knowledge management and the most advanced theoretical approaches, while, at the same time, providing a wide array of case studies and evidence-based knowledge management practices. It takes into account the interrelation between ICT and knowledge management challenges, in terms of human/non-human interactions, which requires extraordinary organizational change and renewal. Further, the book presents an up-to-date examination of and guidance for the implementation of knowledge management in an era of unprecedented human/non-human interaction. The book conveys the results of more than a decade of research and applied experience in the field of knowledge management carried out by the author. It is intended not only for students and academics but also for managers and practitioners who are interested in deepening their understanding of knowledge and learning.

This text serves as a complete introduction to the subject of knowledge management (KM), incorporating technical and social aspects, as well as concepts, practical examples, traditional KM approaches, and emerging topics.

Knowledge Management in Libraries: Concepts, Tools and Approaches brings to the forefront the increasing recognition of the value of knowledge and information to individuals, organizations, and communities, providing an analysis of the concepts of Knowledge Management (KM) that prevails among the Library and Information Science (LIS) community. Thus, the book explores knowledge management from the perspective of LIS professionals. Furthermore, unlike most books on the topic, which address it almost exclusively in the context of a firm or an organization to help gain a competitive advantage, this book looks at knowledge management in the context of not for profit organizations such as libraries. Describes the theory and approaches of knowledge management in the context of librarianship Seeks to identify and explain the principles that underlie the different processes of knowledge management Combines the theoretical and practical perspectives of the topic Provides a comprehensive and methodological approach to support librarians and information science professionals in the implementation of knowledge management in libraries and information centers Proposes a model for libraries and information centers which may be used as a guide for implementation Incorporates illustrations where necessary to provide a clear understanding of the concepts

With Systems Modelling Case Studies

Theory in Practice

Knowledge Management

Value Creation Through Organizational Learning

The Fraunhofer Competence Center Knowledge Management presents in this second edition its up-dated and extended research results. In doing so it describes best practices in knowledge management from leading companies and shows how to integrate such activities into the daily business tasks and processes, how to motivate people and which capabilities and skills are required. It concludes with an overview of the leading knowledge management projects in several European countries.

In 'Key Issues in the New Knowledge Management,' Firestone and McElroy, the architects of the New Knowledge Management (TNKM) provide an in-depth analysis of the most important issues in the field of Knowledge Management. The issues the book addresses are central in the field today: * The Knowledge Wars, or the issue of "how you define knowledge determines how you manage it" * The nature of knowledge processing * Information management or knowledge management? * Three views on the evolution of knowledge management * The role of knowledge claim evaluation in knowledge processing, or the difference between opinion, judgements, information, data, and real knowledge in knowledge management systems * Is culture a barrier in knowledge management? * The Open Enterprise and accelerated sustainable innovation * Portals * How should one evaluate KM software? * Intellectual Capital * Measuring the impact of KM initiatives on the organization and the bottom line * KM and terrorism

Knowledge management (KM) - or the practice of using information and collaboration technologies and processes to capture organizational learning and thereby improve business performance - is becoming one of the key disciplines in management, especially in large companies. Many books, magazines, conferences, vendors, consultancies, Web sites, online communities and email lists have been formed around this concept. This practical book focuses on the vast offerings of KM solutions—technology, content, and services. The focus is not on technology details, but on how KM and IT practitioners actually use KM tools and techniques. Over twenty case studies describe the real story of choosing and implementing various KM tools and techniques, and experts analyse the trends in the evolution of these technologies and tools, along with opportunities and challenges facing companies harnessing them. Lessons from successes and failures are drawn, along with roadmaps for companies beginning or expanding their KM practice. The introductory chapter presents a taxonomy of KM tools, identifies IT implications of KM practices, highlights lessons learned, and provides tips and recommendations for companies using these tools. Relevant literature on KM practices and key findings of market research groups and industry consortia such as IDC, Gartner and APQC, are presented. The majority of the book is devoted to case studies, featuring clients and vendors along the entire spectrum of solutions: hardware (e.g. handheld/wearable devices), software (e.g. analytics, collaboration, document management) and content (e.g. newsfeeds, market research). Each chapter is structured along the "8Cs" framework developed by the author: connectivity, content, community, commerce, community, capacity, culture, cooperation and capital. In other words, each chapter addresses how appropriate KM tools and technologies help a company on specific fronts such as fostering adequate employee access to knowledge bodies, user-friendly work-oriented content, communities of practice, a culture of knowledge, learning capacity, a spirit of cooperation, commercial and other incentives, and carefully measured capital investments and returns. Vendor history, product/service offerings, implementation details, client testimonials, ROI reports, and future trends are highlighted. Experts in the field then provide third-party analysis on trends in KM tools and technique areas, and recommendations for KM practitioners.

An overview of what knowledge management is, the theoretical basis behind it, and practical insights into how it can be implemented effectively in a professional setting. Starting with a discussion of how knowledge management has evolved, how it adds value for organisations, and how it's success can be measured. The book then covers best practice and the key activities associated with doing knowledge management, including knowledge strategy, managing knowledge loss and knowledge sharing. Finishing with a discussion of knowledge management's role in international business and what future developments are expected in the field. Practical insights are drawn from around the world, with case studies such as how NASA forgot how to send a man to the Moon, Acer: The smiling Asian tiger, and why Saudi Arabia's experts do not learn from overseas experts. The book is supported by online resources for lecturers and students, including PowerPoint slides, an instructor's manual, access to SAGE journal articles, and scorecards for measuring usefulness of knowledge management tools. Suitable reading for undergraduate and postgraduate business and management students on knowledge management & organizational learning modules.

Knowledge Management Foundations

An Introduction to Creating Competitive Advantage from Intellectual Capital

Knowledge Management and Industry 4.0

A Critical Introduction

Paradigms of Knowledge Management

Knowledge Management An Introduction Neal Schuman Pub

Nowadays, there is software everywhere in our life. It controls cars, airplanes, factories, medical implants. Without software, banking, logistics and transportation, media, and even scientific research would not function in the accustomed way. Building and maintaining software is a knowledge-intensive endeavour and requires that specific experiences are handled successfully. However, neither knowledge nor experience can be collected, stored, and shipped like physical goods, instead these delicate resources require dedicated techniques. Knowledge and experience are often called company assets, yet this is only part of the truth: it is only software engineers and other creative employees who will effectively exploit an organisation's knowledge and experience. Kurt Schneider's textbook is written for those who want to make better use of their own knowledge and experience – either personally or within their group or company. Everyone related to software development will benefit from his detailed explanations and case studies: project managers, software engineers, quality assurance responsables, and knowledge managers. His presentation is based on years of both practical experience, with companies such as Boeing, Daimler, and Nokia, and research in renowned environments, such as the Fraunhofer Institute. Each chapter is self-contained, it clearly states its learning objectives, gives in-depth presentations, shows the techniques' practical relevance in application scenarios, lists detailed references for further reading, and is finally completed by exercises that review the material presented and also challenge further, critical examinations. The overall result is a textbook that is equally suitable as a personal resource for self-directed learning and as the basis for a one-semester course on software engineering and knowledge management.

WINNER: CILIP's Knowledge and Information Management Award 2019 - Information Resources Print Category The way an

organization manages and disseminates its knowledge is key to informed business decision-making, effectiveness and competitive edge. The Knowledge Manager's Handbook takes you step by step through the processes needed to define and embed an effective knowledge management framework within an organization. This second edition now includes clear guidance on the best practice requirements from the first ever internationally recognised standard for knowledge management, ISO 30401:2018, as well as content on the impact of AI and data analytics. Nick Milton and Patrick Lambe work through each stage of creating and implementing a knowledge management framework for an organization's specific needs, based around the four essential aspects of knowledge management: people, processes, technologies and governance. With updated international case studies from organizations of all sizes and sectors, along with user-friendly templates and checklists to help implement effective knowledge management procedures, The Knowledge Manager's Handbook is the end-to-end guide to making a sustainable change in the knowledge management culture.

'Knowledge Management Foundations' is just what it claims, the first attempt to provide a secure intellectual footing for the myriad of practices called "knowledge management." A breath of fresh air from the usual KM gurus, Fuller openly admits that the advent of KM is a mixed blessing that often amounts to the conduct of traditional management by subtler means. However, Fuller's deep understanding of both the history of management theory and knowledge production more generally enables him to separate the wheat from the chaff of the KM literature. This ground-breaking book will prove of interest to both academics and practitioners of knowledge management. It highlights the ways in which KM has challenged the values associated with knowledge that academics have taken for granted for centuries. At the same time, Fuller resists the conclusion of many KM gurus, that the value of knowledge lies in whatever the market will bear in the short term. He pays special attention to how information technology has not only facilitated knowledge work but also has radically altered its nature. There are chapters devoted to the revolution in intellectual property and an evaluation of peer review as a quality control mechanism. The book culminates in a positive re-evaluation of universities as knowledge producing institutions from which the corporate sector still has much to learn.

Digital Transformation and Knowledge Management

Special Libraries as Knowledge Management Centres

Key Issues in the New Knowledge Management

A State of the Art Guide

Handbook of Research on Organizational Culture Strategies for Effective Knowledge Management and Performance

Knowledge Management (KM) is a hybrid discipline, containing elements of social sciences, technology and business. KM focuses on creating and sharing knowledge. The discipline is a holistic system for management of intellectual capital, organization change, knowledge creation and sharing, for continuous improvement and innovation, and organizational learning, resulting in increased value creation. This symbioses of disciplines takes place within the organizations' vision, purpose and strategy. Introduction to Knowledge Management provides a strategic roadmap for knowledge management and teaches how to implement KM in a company, step by step.

'The New Knowledge Management' is the story of the birth of "second-generation knowledge management," told from the perspective of one its chief architects, Mark W. McElroy. Unlike its first-generation cousin, second-generation Knowledge Management seeks to enhance knowledge production, not just knowledge sharing. As a result, 'The New Knowledge Management' expands the overall reach of knowledge management to include "innovation management" for the very first time. 'The New Knowledge Management' introduces the concept of "second-generation knowledge management" to the business community. Mark W. McElroy has assembled a collection of his own essays, written over the past four years, chronicling the development of related thinking in the field. Unlike first-generation KM, mainly focusing on value derived from knowledge sharing, second-generation thinking formally adds knowledge making to the scope of KM. In this way second-generation KM expands the overall reach of KM to include "innovation management" for the very first time. 'The New Knowledge Management' finally begins to bridge the gap between KM and the field of organizational learning, which up until now have been viewed as miles apart.

Knowledge Management in Libraries

Beyond Knowledge Management

Best Practices in Europe

Knowledge Sharing in Practice