

Ruggles

Knowledge Management Tools

The third in the readers series Resources for the Knowledge-Based Economy, Knowledge Management Tools analyzes the use of knowledge management tools in the past, present and future. It helps managers and companies utilize what they know. The selections in this volume were carefully chosen to represent the strengths and weaknesses, and pros and cons of using technology to support knowledge-based activities. They acknowledge that, although tools alone are not the answer to the difficult questions surrounding knowledge management, if utilized effectively tools can open up new realms of innovation and efficiency for today's knowledge-driven businesses.



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