

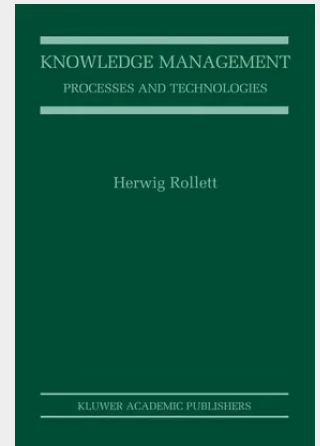
Rollett

Knowledge Management

Processes and Technologies

A compact guide to knowledge management, this book makes the subject accessible without oversimplifying it. Organizational issues like strategy and culture are discussed in the context of typical knowledge management processes. The focus is always on pointing out all the issues that need to be taken into account in order to make knowledge management a success. The book then goes on to explore the role of information technology as an enabler of knowledge management relating various technologies to the knowledge management processes, showing the reader what can, and what cannot, be achieved through technology. Throughout the book, references to lessons learned from past projects underline the arguments. Managers will find this book a valuable guide for implementing their own initiatives, while researchers and system designers will find plenty of ideas for future work.

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