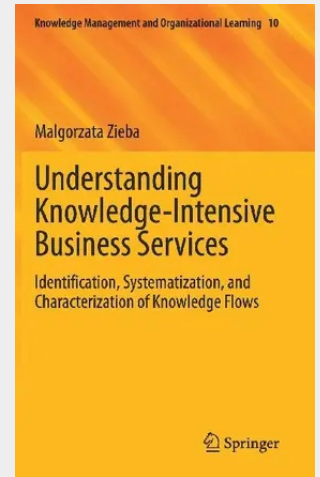


## Understanding Knowledge-Intensive Business Services

Identification, Systematization, and Characterization of Knowledge Flows

This book contributes to an improved understanding of knowledge-intensive business services and knowledge management issues. It offers a complex overview of literature devoted to these topics and introduces the concept of 'knowledge flows', which constitutes a missing link in the previous knowledge management theories. The book provides a detailed analysis of knowledge flows, with their types, relations and factors influencing them. It offers a novel approach to understand the aspects of knowledge and its management not only inside the organization, but also outside, in its environment.

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