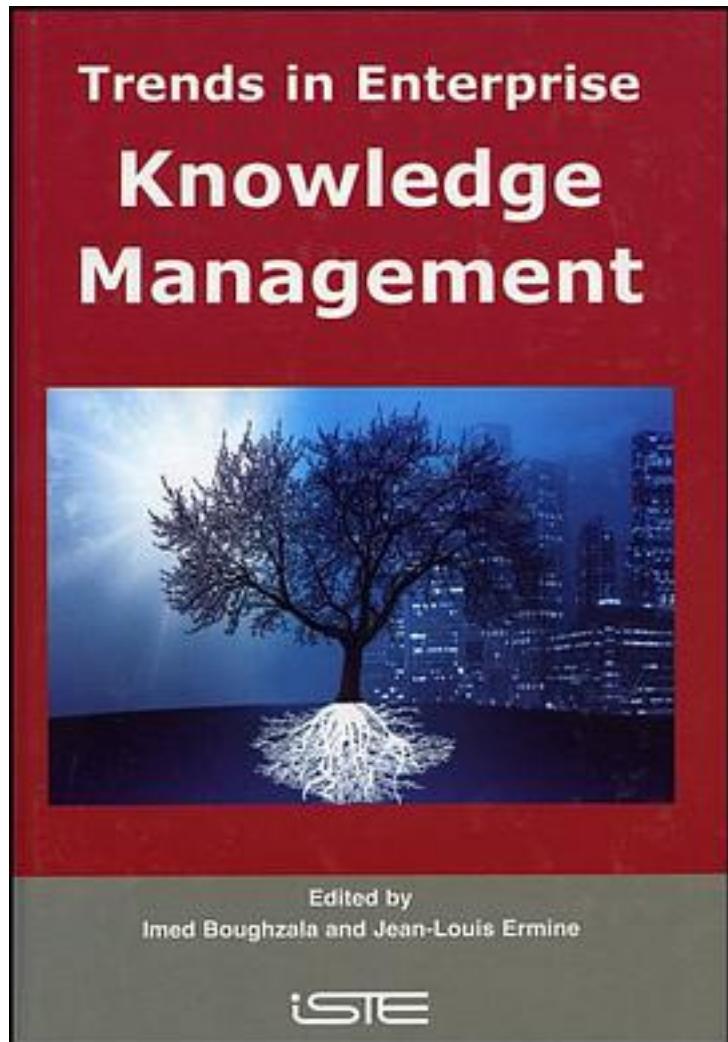


Trends in Enterprise Knowledge Management



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著者:Boughzala, Imed; Ermine, Jean-Louis;

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Knowledge Management (KM) encompasses a wide range of tools and methods that are at the heart of the information and communication society and provide solutions that rely as much on organization as on technology. This title brings together contributions from authors from a range of countries who are recognized as leading figures in this field, both in an academic and a practical sense. It describes the strategic aspects of KM and defines the underlying principles in terms of management, life cycle, process, methods and tools involved in this discipline. Several approaches to the running of KM within organizations are then discussed. The influence of KM on the performance of a company is analyzed and guidelines are given on various KM approaches that can be used to achieve specific goals. Finally, several case studies of companies that have put KM at the heart of their organizational strategy are given to demonstrate how this approach has been put into practice. Given the practical approach taken by this book and the considerable advantages that a good handling of KM can bring to an organization, this title will be of great interest to those involved in this field.

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