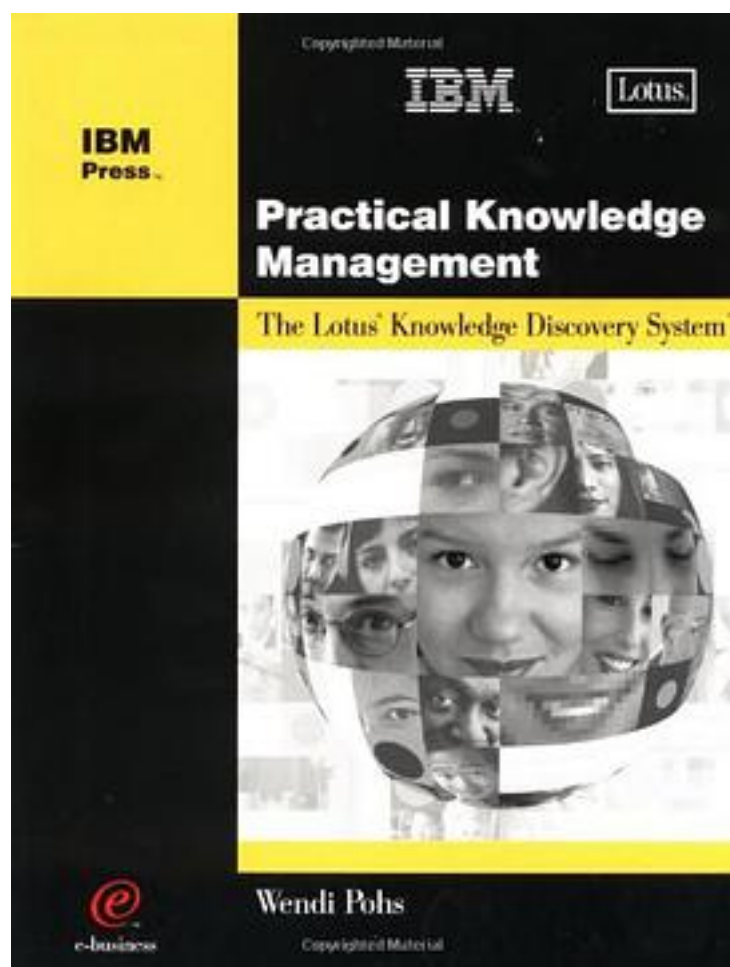


Practical Knowledge Management



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著者:Wendi Pohs

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Created for chief technology officers (CTOs), chief information officers (CIOs), consultants, and practitioners, including administrators of various types who are

interested in developing knowledge management solutions within a corporation, Practical Knowledge Management: The Lotus Knowledge Discovery System describes the new knowledge discovery software from Lotus Development Corporation. Knowledge management is a method for obtaining tangible value out of the substantial technology investments business leaders have made. As employees use electronic communications tools to transact business, they create huge repositories of important information about people, products, processes, and procedures. This previously untapped corporate information, or intellectual capital, can be reused to improve organizational efficiency. The Lotus Knowledge Discovery System uncovers relationships between people and groups of documents based on actual user actions, such as authorship and how frequently they access certain types of content. Using leading-edge technologies, the Lotus product computes document value, uses statistical analysis to organize similar documents into groups, and creates a searchable index. It then systematically catalogs corporate expertise and information resources; personalizes and organizes knowledge for individuals and communities; and provides a place for teams to work, make decisions, and take action. During the development of the product, the Lotus Knowledge Discovery System team worked with internal and external teams and used the product to organize and catalog its own project information. This book is an outgrowth of that experience, and it includes their experienc

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