

Knowledge Management Tools And Techniques

This book contains the refereed proceedings of the 9th International Conference on Knowledge Management in Organizations (KMO) held in Santiago, Chile, during September 2014. The theme of the conference is "Knowledge Management to Improve Innovation and Competitiveness through Big Data." The KMO conference brings together researchers and developers from industry and academia to discuss and research how knowledge management using big data can improve innovation and competitiveness. The 39 contributions accepted for KMO 2014 were selected from 89 submissions and are organized in sections on: big data and knowledge management, knowledge management practice and case studies, information technology and knowledge management, knowledge management and social networks, knowledge management in organizations, and knowledge transfer, sharing and creation.

This manual will enable the user to identify the changes that need to be made in order to leverage the company's intellectual capital and to bring about the processes, infrastructure and organizational procedures that will enable you to build and use your corporate knowledge base.

"This book examines the tools and techniques of knowledge management (KM) and integrates them with risk management (RM) techniques for a better analysis of risks that occur in different stages of IT projects"--

This work brings together knowledge from many parts of the world to provide theoretical and applied concepts, methodologies, and techniques that help diffuse skills required to create intelligent enterprises of the 21st century for gaining sustainable competitive advantage in a global environment.

Tools and Techniques

9th International Conference, KMO 2014, Santiago, Chile, September 2-5, 2014, Proceedings

Knowledge Management: Tools And Techniques

Intelligent Enterprises of the 21st Century

Best Practices, Tools, and Techniques for Putting Conversation to Work

Knowledge Management Practices in the Public Sector

Organizations of all sizes and types are facing a duel threat and opportunity. At the very moment when global markets are becoming available, these organizations are losing valuable people resources due to "boomer" retirements and downsizing strategies. As the technologies arrive to facilitate knowledge sharing across organizational and people bound

This unique text is a practical guide to managing and developing Healthcare Knowledge Management (KM) that is underpinned by theory and research. It provides readers with an understanding of approaches to the critical nature and use of knowledge by investigating healthcare-based KM systems. Designed to demystify the KM process and demonstrate its applicability, this text offers contemporary and clinically-relevant lessons for future organizational implementations.

The public sector provides services to the public and does not expect to acquire financial gain; hence, the practices from the private sector could not be used efficiently without modification, bearing in mind that the main scope of the public organization is to provide quality services to the citizens. Knowledge management can acquire and transfer knowledge in order to succeed in this effort and to confront challenges that exist in the modern knowledge economy. Therefore, knowledge management can play a vital role in the reorganization of the public sector and its necessary organizational change. Knowledge Management Practices in the Public Sector is a collection of innovative research on the methods and applications of improving the quality of public services through the implementation of knowledge management in public organizations. While highlighting topics including intellectual capital, risk assessment, and organizational strategy, this book is ideally designed for policymakers, ICT consultants, public sector workers, public administrators, government officials, researchers, scholars, and students.

This book combines knowledge management with other subject areas within the management information systems field using contingent approaches to linking knowledge management to other IT management topics and its uses.

Systems and Processes

Knowledge Solutions

Methods, Tools and Techniques for Practical Knowledge Management

Knowledge Management Practices in Global Infotech Companies

Knowledge Management Techniques for Risk Management in IT Projects

Leading with Knowledge

This book is open access under a CC BY-NC 3.0 IGO license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible "chunks," it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; "cheat sheets" that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing countries.

Knowledge management (KM) - or the practice of using information and collaboration technologies and processes to capture organizational learning and thereby improve business performance - is becoming one of the key disciplines in management, especially in large companies. Many books, magazines, conferences, vendors, consultancies, Web sites, online communities and email lists have been formed around this concept. This practical book focuses on the vast offerings of KM solutions—technology, content, and services. The focus is not on technology details, but on how KM and IT practitioners actually use KM tools and techniques. Over twenty case studies describe the real story of choosing and implementing various KM tools and techniques, and experts analyse the trends in the evolution of these technologies and tools, along with opportunities and challenges facing companies harnessing them. Lessons from successes and failures are drawn, along with roadmaps for companies beginning or expanding their KM practice. The introductory chapter presents a taxonomy of KM tools, identifies IT implications of KM practices, highlights lessons learned, and provides tips and recommendations for companies using these tools. Relevant literature on KM practices and key findings of market research groups and industry consortia such as IDC, Gartner and APQC, are presented. The majority of the book is devoted to case studies, featuring clients and vendors along the entire spectrum of solutions: hardware (e.g. handheld/wearable devices), software (e.g. analytics, collaboration, document management) and content (e.g. newsfeeds, market research). Each chapter is structured along the "8Cs" framework developed by the author: connectivity, content, community, commerce, community, capacity, culture, cooperation and capital. In other words, each chapter addresses how appropriate KM tools and technologies help a company on specific fronts such as fostering adequate employee access to knowledge bodies, user-friendly work-oriented content, communities of practice, a culture of knowledge, learning capacity, a spirit of cooperation, commercial and other incentives, and carefully measured capital investments and returns. Vendor history, product/service offerings, implementation details, client testimonials, ROI reports, and future trends are highlighted. Experts in the field then provide third-party analysis on trends in KM tools and technique areas, and recommendations for KM practitioners.

Nowadays, there is software everywhere in our life. It controls cars, airplanes, factories, medical implants. Without software, banking, logistics and transportation, media, and even scientific research would not function in the accustomed way. Building and maintaining software is a knowledge-intensive endeavour and requires that specific experiences are handled successfully. However, neither knowledge nor experience can be collected, stored, and shipped like physical goods, instead these delicate resources require dedicated techniques. Knowledge and experience are often called company assets, yet this is only part of the truth: it is only software engineers and other creative employees who will effectively exploit an organisation's knowledge and experience. Kurt Schneider's textbook is written for those who want to make better use of their own knowledge and experience - either personally or within their group or company. Everyone related to software development will benefit from his detailed explanations and case studies: project managers, software engineers, quality assurance responsables, and knowledge managers. His presentation is based on years of both practical experience, with companies such as Boeing, Daimler, and Nokia, and research in renowned environments, such as the Fraunhofer Institute. Each chapter is self-contained, it clearly states its learning objectives, gives in-depth presentations, shows the techniques' practical relevance in application scenarios, lists detailed references for further reading, and is finally completed by exercises that review the material presented and also challenge further, critical examinations. The overall result is a textbook that is equally suitable as a personal resource for self-directed learning and as the basis for a one-semester course on software engineering and knowledge management.

Knowledge management principles, strategies, models, tools, and techniques have been proven in government, business, and industry. More recently, knowledge management has emerged as an essential enabler for the successful pursuit of scholarly activities in higher education. Knowledge management has significant contributions to make in capturing, storing, processing, and disseminating knowledge between and across these stakeholder entities and their processes to better support these interrelated processes and activities. Given the impetus provided by the United Nations Global Knowledge Economy Policy, institutions worldwide are actively pursuing the use of knowledge management in all facets of social and economic development. The importance of knowledge management research and application in academia is a critical element of this multifaceted endeavor. Enhancing Academic Research and Higher Education With Knowledge Management Principles is a compendium of cutting-edge research on the use of knowledge management in higher education and provides original, theoretical, and application-oriented research within this domain. The book will also provide insights on the management of expertise, knowledge, information, and organizational development in different types of work communities and environments. By including research on global perspectives, the implementation of knowledge management at universities, current trends in the field, and the results, this book is a valuable reference work for professionals and researchers working in the field of information and knowledge management in various disciplines, and academics, analysts, developers, students, technologists, education consultants, higher education administrators, academicians, stakeholders, and practitioners seeking to learn, improve, and expand their theoretical and applied knowledge of knowledge management tools and techniques, models, processes, and systems in higher education.

Organizational Culture and Behavior: Concepts, Methodologies, Tools, and Applications

Project Management Tools and Techniques

A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Seventh Edition and The Standard for Project Management (RUSSIAN)

Cultivating Knowledge Professionals

Knowledge Management Tools and Techniques Manual

Concepts and Best Practices

Quality care of patients requires evaluating large amounts of data at the right time and place and in the correct context. With the advent of electronic health records, data warehouses now provide information at the point of care and facilitate a continuous learning environment in which lessons learned can provide updates to clinical, administrative, and financial processes. Given the advancement of the information tools and techniques of today's knowledge economy, utilizing these resources are imperative for effective healthcare. Thus, the principles of Knowledge Management (KM) are now essential for quality healthcare management. The Healthcare Knowledge Management Primer explores and explains essential KM principles in healthcare settings in an introductory and easy to understand fashion. This concise book is ideal for both students and professionals who need to learn more about key aspects of the KM field as it pertains to effecting superior healthcare delivery. It provides readers with an understanding of approaches to KM by examining the purpose and nature of its key components and demystifies the KM field by explaining in an accessible manner the key concepts of KM tools, strategies and techniques, and their benefits to contemporary healthcare organizations.

The Fraunhofer Competence Center Knowledge Management presents in this second edition its up-dated and extended research results. In doing so it describes best practices in knowledge management from leading companies and shows how to integrate such activities into the daily business tasks and processes, how to motivate people and which capabilities and skills are required. It concludes with an overview of the leading knowledge management projects in several European countries.

Knowledge management is the discipline which promotes a systematic ways of capturing, organising, accessing and reusing of knowledge. Looking to the vast importance attached to the field, many organisations are turning to knowledge management initiatives and technologies to leverage their knowledge resources. "Knowledge Management: Tools and Techniques" is an attempt to bring before the readers various tolls and strategies in knowledge management. In this endeavour, the book explains each tool and strategy with reference to knowledge management in various organisations and industries. Through deep investigation, the book brings to the fore findings through analysis of knowledge management in many organisations and industries.

This book serves as a reference for individuals interested in knowledge management (KM) and educational issues surrounding KM. It looks at KM as an emerging profession and the need to educate a new generation of knowledge professionals to deal with managing knowledge on the one hand and managing knowledge workers on the other hand. In particular, it examines the skills and competencies of knowledge professionals; and how educational programs can address these demands - covering such issues as determining the optimal mix of subjects from the various disciplines that develop the requisite professional competencies. The first book to cover KM education Adopts a multidisciplinary approach to KM education Based on the many years of experience of the author in KM education

Value Shop Creation

Managing Organizational Knowledge

Knowledge Management Tools and Techniques

Knowledge Management in Theory and Practice, third edition

Tools, Techniques and Practices

Organizational Learning and Knowledge: Concepts, Methodologies, Tools and Applications

Knowledge Management is the process by which an organization identifies, creates, manages and delivers information to enhance workforce performance.KM is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets. These assets may include databases, documents, policies, procedures, and previously un-captured expertise and experience in individual workers. All these issues are covered in thirty three s in the book broadly divided into the following five sections. Fundamentals of Knowledge Management, Latest Tools and Techniques for Knowledge Management, Databases, Data mining, Knowledge Discovery in Biotechnology and Bioinformatics, Data mining and Knowledge Discovery in Agriculture and Allied Fields, Indigenous Knowledge Protection and IPR Issues The book contains original research and case studies by academic and research contributors on strategies, tools, techniques and technologies for Knowledge Management. The focus of this book is on the identification of innovative KM strategies and the application of theoretical concepts to real-world situations. This first serves as a complete introduction to the concepts and principles of KM, starting with basics of data, information, knowledge and wisdom. Clarified differences among Explicit, Implicit and Tacit Knowledge. The book also covers traditional KM approaches as well as emerging topics such as cloud computing, Semantic Web, Rough Computing, Fuzzy logic, Artificial intelligence, Machine learning, social networks, Tools and Techniques for Geo Spatial Data Knowledge Discovery. The focus of the book is on how KM impacts organizations and individuals and steps that should be taken to maximize benefits, including directions for how to select, develop, and evaluate KM systems.

The questionable practices and policies of many businesses are coming under scrutiny by consumers and the media. As such, it important to research new methods and systems for creating optimal business cultures. Organizational Culture and Behavior: Concepts, Methodologies, Tools, and Applications is a comprehensive resource on the latest advances and developments for creating a system of shared values and beliefs in business environments. Featuring extensive coverage across a range of relevant perspectives and topics, such as organizational climate, collaboration orientation, and aggressiveness orientation, this book is ideally designed for business owners, managers, entrepreneurs, professionals, researchers, and students actively involved in the modern business realm.

A software architecture manifests the major early design decisions, which determine the system's development, deployment and evolution. Thus, making better architectural decisions is one of the large challenges in software engineering. Software architecture knowledge management is about capturing practical experience and translating it into generalized architectural knowledge, and using this knowledge in the communication with stakeholders during all phases of the software lifecycle. This book presents a concise description of knowledge management in the software architecture discipline. It explains the importance of sound knowledge management practices for improving software architecture processes and products, and makes clear the role of knowledge management in software architecture and software development processes. It presents many approaches that are in use in software companies today, approaches that have been used in other domains, and approaches under development in academia. After an initial introduction by the editors, the contributions are grouped in three parts on "Architecture Knowledge Management", "Strategies and Approaches for Managing Architectural Knowledge", and "Tools and Techniques for Managing Architectural Knowledge". The presentation aims at information technology and software engineering professionals, in particular software architects and software architecture researchers. For the industrial audience, the book gives a broad and concise understanding of the importance of knowledge management for improving software architecture process and building capabilities in designing and evaluating better architectures for their mission- and business-critical systems. For researchers, the book will help to understand the applications of various knowledge management approaches in an industrial setting and to identify research challenges and opportunities.

Knowledge Management in Libraries: Concepts, Tools and Approaches brings to the forefront the increasing recognition of the value of knowledge and information to individuals, organizations, and communities, providing an analysis of the concepts of Knowledge Management (KM) that prevails among the Library and Information Science (LIS) community. Thus, the book explores knowledge management from the perspective of LIS professionals. Furthermore, unlike most books on the topic, which address it almost exclusively in the context of a firm or an organization to help gain a competitive advantage, this book looks at knowledge management in the context of not for profit organizations such as libraries. Describes the theory and approaches of knowledge management in the context of librarianship Seeks to identify and explain the principles that underlie the different processes of knowledge management Combines the theoretical and practical perspectives of the topic Provides a comprehensive and methodological approach to support librarians and information science professionals in the implementation of knowledge management in libraries and information centers Proposes a model for libraries and information centers which may be used as a guide for implementation Incorporates illustrations where necessary to provide a clear understanding of the concepts

3rd Generation Knowledge Management and Beyond

Healthcare Knowledge Management Primer

Knowledge Management in Libraries

Practical Techniques for Building a Knowledge Management System

Encyclopedia of Knowledge Management, Second Edition

A Practical Guide, Second Edition

This text serves as a complete introduction to the subject of knowledge management, incorporating technical, and social aspects of knowledge management, as well as practical examples, traditional approaches, and emerging topics.

What are the stories, successes, and secrets of knowledge management in companies like IBM, Oracle, Sun and Xerox? This book is a compilation of KM perspectives, strategies, lessons and recommendations from CKOs, knowledge managers, and KM heads in 17 leading IT companies from the United States, Europe, Asia, and Australia.

The topic of project management is truly an evolution of art seeking science. This activity involves balancing project objectives against the constraints of time, budget, and quality. Achieving this balance requires skill, experience, along with the use of many tools, and techniques which are the focus of this book. This new edition provides updated content to incorporate examples from Microsoft Project 2016 and material from the Project Management Body of Knowledge (PMBOK® Guide), sixth edition. The chapter structure includes step-by-step instructions regarding the basic mechanics and various software tools that can be used to assist in the processes. To reinforce the textbook's learning objectives, extra material is provided on the textbook website. This includes mechanical tool examples and lab assignments representative of the chapter topics. An external video tutorial library is available to help with various mechanics related to Microsoft Project mechanics. An instructor manual is available for qualifying adoptions for classroom use. Features Illustrates the use of Microsoft Project throughout the project life cycle Offers templates as productivity enhancement tools Includes supplemental material for students and instructors Provides assignments for hands-on experience Follows the PMI PMBOK® Guide model structure that will support a better understanding of the model and help prepare students for PMP and CAPM certification Illustrates both traditional and contemporary management techniques

Knowledge Horizons charts the feasible future for knowledge management. This practical and provocative resource presents the work of many of the leading voices in knowledge management and related disciplines, who explore the current trends and offer pragmatic and authoritative thinking on applied knowledge management from a variety of positions. Knowledge management is the new frontier for businesses, organizations, and institutions of all kinds. For those that hope to conquer this new territory, establishing a better understanding of current and future knowledge management trends and adoption of the most effective practices is imperative. There are numerous options for executives: intranets, extranets, groupware, and core competencies are continually being refined. New entities and rules in terms of intellectual capital and the "Chief Knowledge Officer" are emerging. Knowledge Horizons addresses these issues by exploring current and future knowledge management trends, gauging the future value of knowledge management investments, and how they will drive new business

initiatives, and integrates the experience and insights of managers and cutting-edge research from experts in the field.

Knowledge Management in Practice

A Study of the Potential for Knowledge Management Tools to Improve Project Management Techniques in the Department for Education and Employment

Knowledge Management in Organizations

Knowledge-Based Processes in Software Development

A Practical Guide

Emerging Research and Opportunities

A combination of art and skill that results in the balancing of project objectives against restraints of time, budget, and quality, effective project management requires skill and experience as well as many tools and techniques. Project Management Tools and Techniques: A Practical Guide describes these tools and techniques and how to use them, giving students the strong foundation they need to develop the skills and experience needed for a successful career in project management. The first five sections discuss a typical project life cycle, and beginning with an introduction to project management in terms of the role it plays in the organization and how a business case drives the process. From this starting point, the various planning and control-oriented techniques described evolve this process through the life cycle from scope development to completion. The final section closes the discussion with a group of more contemporary topics labeled "advanced." These are essential tools that need to be in wide use but are still evolving in practice. Most of the chapters supply sample questions and exercises to help with a review of the material. Each of the authors has extensive real-world experience in her or his respective professional areas with a combined experience of about 100 years. They have selected topics based on their valuation of the tool and its project management value. They present the material in such a way that the concepts can be applied to any project. Once this material is mastered, students will have a good overview regarding the basic planning and control actions required by a project manager. Also, this book will make a great reference guide that can be used by project managers and team members for years to come.

Knowledge Management has evolved into one of the most important streams of management research, affecting organizations of all types at many different levels. The Encyclopedia of Knowledge Management, Second Edition provides a compendium of terms, definitions and explanations of concepts, processes and acronyms addressing the challenges of knowledge management. This two-volume collection covers all aspects of this critical discipline, which range from knowledge identification and representation, to the impact of Knowledge Management Systems on organizational culture, to the significant integration and cost issues being faced by Human Resources, MIS/IT, and production departments. PMBOK® Guide is the go-to resource for project management practitioners. The project management profession has significantly evolved due to emerging technology, new approaches and rapid market changes. Reflecting this evolution, The Standard for Project Management enumerates 12 principles of project management and the PMBOK® Guide &– Seventh Edition is structured around eight project performance domains. This edition is designed to address practitioners' current and future needs and to help them be more proactive, innovative and nimble in enabling desired project outcomes. This edition of the PMBOK® Guide: Reflects the full range of development approaches (predictive, adaptive, hybrid, etc.); Provides an entire section devoted to tailoring the development approach and processes; Includes an expanded list of models, methods, and artifacts; Focuses on not just delivering project outputs but also enabling outcomes; and Integrates with PMI standards for information and standards application content based on project type, development approach, and industry sector.

Recent growth in knowledge management concepts has played a vital role in the improvement of organizational performance. These knowledge management approaches have been influential in achieving the goal of efficient production of software development processes. Knowledge-Based Processes in Software Development focuses on the inherent issues to help practitioners in gaining understanding of software development processes. The best practices highlighted in this publication will be essential to software professionals working in the industry as well as students and researchers in the domain of software engineering in order to successfully employ knowledge management procedures.

Concepts, Tools and Approaches

Tools, Methods, and Approaches to Drive Organizational Performance

Healthcare Knowledge Management

Building the Knowledge Management Network

The Knowledge Management Toolkit

Concepts, Methodologies, Tools and Applications

Organizational Learning and Knowledge: Concepts, Methodologies, Tools and Applications demonstrates exhaustively the many applications, issues, and techniques applied to the science of recording, categorizing, using and learning from the experiences and expertise acquired by the modern organization. A much needed collection, this multi-volume reference presents the theoretical foundations, research results, practical case studies, and future trends to both inform the decisions facing today's organizations and the establish fruitful organizational practices for the future. Practitioners, researchers, and academics involved in leading organizations of all types will find useful, grounded resources for navigating the ever-changing organizational landscape.

A new, thoroughly updated edition of a comprehensive overview of knowledge management (KM), covering theoretical foundations, the KM process, tools, and professions. The ability to manage knowledge has become increasingly important in today's knowledge economy. Knowledge is considered a valuable commodity, embedded in products and in the tacit knowledge of highly mobile individual employees. Knowledge management (KM) represents a deliberate and systematic approach to cultivating and sharing an organization's knowledge base. This textbook and professional reference offers a comprehensive overview of the field. Drawing on ideas, tools, and techniques from such disciplines as sociology, cognitive science, organizational behavior, and information science, it describes KM theory and practice at the individual, community, and organizational levels. Chapters cover such topics as tacit and explicit knowledge, theoretical modeling of KM, the KM cycle from knowledge capture to knowledge use, KM tools, KM assessment, and KM professionals. This third edition has been completely revised and updated to reflect advances in the dynamic and emerging field of KM. The specific changes include extended treatment of tacit knowledge; integration of such newer technologies as social media, visualization, mobile technologies, and crowdsourcing; a new chapter on knowledge continuity, with key criteria for identifying knowledge at risk; material on how to identify, document, validate, share, and implement lessons learned and best practices; the addition of new categories of KM jobs; and a new emphasis on the role of KM in innovation. Supplementary materials for instructors are available online.

"This evidence-based book provides the framework and guidelines that professionals need for working with the contemporary explosion of data that is creating opportunities and challenges to all phases of our society and commerce." –Larry R. Medsker, Research Professor in Physics and Data Science, The George Washington University Knowledge Management in Practice is a resource on how knowledge management (KM) is implemented. It provides specific KM methods, tips, techniques, and best practices to gain competitive advantage and the most from investing in KM. It examines how KM is leveraged by first responders, the military, healthcare providers, insurance and financial services companies, legal firms, human resources departments, merger and acquisition (M&A) firms, and research institutions. Essential KM concepts are explored not only from a foundational perspective but also from a practical application. These concepts include capturing and codifying tacit and explicit knowledge, KM methods, information architecture, search, KM and social media, KM and Big Data, and the adoption of KM. Readers can visit the book's companion website, KM Mentor (www.KMMentor.com), where they can access: Presentations by industry leaders on a variety of topics KM templates and instruction on executing KM strategy, performing knowledge transfer, and KM assessments and audits KM program and project implementation guidance Insights and reviews on KM tools Guidance on implementing and executing various KM Methods Specialized KM publications A private secure collaboration community for members to discuss ideas and get expert answers and advice

Provides comprehensive, in-depth coverage of all issues related to knowledge management, including conceptual, methodological, technical, and managerial issues. Presents the opportunities, future challenges, and emerging trends related to this subject.

Knowledge Management Systems: Value Shop Creation

Issues, Advances and Successes

Facilitators' Guide

Enhancing Academic Research and Higher Education With Knowledge Management Principles

Knowledge Horizons

Theory and Practice