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Analytics and Knowledge ManagementLeading Issues in Knowledge Management, Volume TwoKnowledge ManagementContext and Semantics for Knowledge ManagementKnowledge Management and E-LearningPractical Aspects of Knowledge ManagementWissen im DialogKnowledge ManagementHandbook on Knowledge Management 2Identifying, Measuring, and Valuing Knowledge-Based Intangible Assets: New PerspectivesBusiness Knowledge Management in der PraxisConceptual Models and Outcomes of Advancing Knowledge ManagementClinical Knowledge ManagementKnowledge Management Innovations for Interdisciplinary Education: Organizational ApplicationsNew Research on Knowledge Management Applications and Lesson LearnedTrends and Advances in Information Systems and TechnologiesKnowledge Management in PracticeICICKM2010-Proceedings of the 7th International Conference on Intellectual Capital, knowledge Management and Organisational LearningProject Management Tools and TechniquesKnowledge Management Systems for BusinessKnowledge ManagementKnowledge Management as a strategic resource - an analysis of theoretical principles and managerial implications for creating and transferring knowledge to gain sustainable competitive advantageUbiquitous Developments in Knowledge Management: Integrations and TrendsKnowledge Management - A Blueprint for DeliveryAI-empowered Knowledge ManagementTop 25 Knowledge Management KPIs Of 2010Innovations in Knowledge ManagementMeasuring PerformanceKnowledge Management in Modern OrganizationsKnowledge Management in the Pharmaceutical IndustryA Research Agenda for Knowledge Management and AnalyticsICIME 2011-Proceedings of the 2nd International Conference on Information Management and EvaluationEJKM Volume 9 Issue 2Designing and Tracking Knowledge Management MetricsKnowledge Management for Sales and MarketingPractical Aspects of Knowledge ManagementKnowledge Management in OrganizationsProceedings of the 14th European Conference on Knowledge ManagementEffectiveness of a Knowledge Management Model as a Basis for Developing a Training and Development Curriculum in an OrganizationDesign and Development of Knowledge Management for Manufacturing

"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

"The main scope of the book is to highlight the importance of intangible resources in business management, evidenced in their measurement and financial valuation, and the need for a strategic analysis that enables them to be identified and then assessed"--Provided by publisher.

This book examines the modules/elements required before implementing knowledge management solutions in typical manufacturing and service industry. The objective is to develop a framework, design and model suitable for all requirements and a strategy to properly implement. Related case studies from organizations are included, with the results provided to use as a solution to problems experienced when implementing knowledge management in the industry. Implementing a knowledge management system can be complex and dynamic, no matter how well planned and developed. Inevitably a degree of organizational inertia is focused on the current state rather than the new. Within an enterprise, personal and group involvement and interests process status and technology landscape can deflect the commitment needed to successfully implement such a system. Cumulative evidence from past research in knowledge management suggests that effective implementation of KM solution in any organization requires a robust designs and models for various critical elements of process, people and technology. Using the techniques provided in this book, readers should be able to design knowledge management strategies, to align objectives of the KM initiatives with their business goals.

Demonstrates how knowledge management systems can be used as a source of power to outmaneuver business competitors.

"This book presents current research in Knowledge Management, highlighting new technologies, approaches, issues, solutions, or cases that can help an organization implement a knowledge management initiative or provide a knowledge base"--Provided by publisher.

Organizations want--and need--to track the changes in their overall performance. And the divisions, units, teams, and individuals within these organizations engage in similar success measurement. Performance Measurement explains the importance of regularly monitoring your group's performance and introduces formal measurement practices. You'll learn to Apply a disciplined process to performance measurement Set targets and communicate data effectively Use performance management as a coaching and development tool Meet Your Mentor Robert S. Kaplan is Baker Foundation Professor at the Harvard Business School and Chairman of the Practice Leadership Committee of Palladium, Executing Strategy. He has authored or coauthored 14 books, 18 Harvard Business Review articles, and more than 120 other papers. The Pocket Mentor series offers immediate solutions to the challenges managers face on the job every day. Each book in the series is packed with handy tools, self-tests, and real-life examples to help you identify strengths and weaknesses and hone critical skills. Whether you're at your desk, in a meeting, or on the road, these portable guides enable you to tackle the daily demands of your work with greater speed, savvy, and effectiveness.

Due to the development of mobile and Web 2.0 technology, knowledge transfer, storage and retrieval have become much more rapid. In recent years, there have been more and more new and interesting findings in the research field of knowledge management. This book aims to introduce readers to the recent research topics, it is titled "New Research on Knowledge Management Applications and Lesson Learned" and includes 14 chapters. This book focuses on introducing the applications of KM technologies and methods to various fields. It shares the practical experiences and limitations of those applications. It is expected that this book provides relevant information about new research trends in comprehensive and novel knowledge management studies, and that it serves as an important resource for researchers, teachers and students, and for the development of practices in the knowledge management field.

This book includes a selection of papers from the 2018 World Conference on Information Systems and Technologies (WorldCIST'18), held in Naples, Italy on March27-29, 2018. WorldCIST is a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and the challenges of modern information systems and technologies research together with their technological development and applications. The main topics covered are: A) Information and Knowledge Management; B) Organizational Models and Information Systems; C) Software and Systems Modeling; D) Software Systems, Architectures, Applications and Tools; E) Multimedia Systems and Applications; F) Computer Networks, Mobility and Pervasive Systems; G) Intelligent and Decision Support Systems; H) Big Data Analytics and Applications; I) Human–Computer Interaction; J) Ethics, Computers & Security; K) Health Informatics; L) Information Technologies in Education; M) Information Technologies in Radiocommunications; N) Technologies for Biomedical Applications.

While this book is primarily aimed at those who are involved in Knowledge Management (KM) or have recently been appointed to deliver KM in sales and marketing environments, it is also highly relevant to those engaged in the management or delivery of sales and marketing activities. This book presents models to assist the reader to understand how knowledge can be applied and reused within the sales and marketing processes, leading to an enhanced win rate. Topics covered provide managers and practitioners with the necessary principles, approaches and tools to be able to design their approach from scratch or to be able to compare their existing practices against world class examples. Several models and methodologies are explained which can be applied or replicated in a wide variety of industries. The book also features numerous case studies which illustrate the journey that various companies are taking as they implement KM within sales and marketing. Develops a generic model for managing knowledge in sales and marketing environments Provides a handbook for line managers wishing to introduce knowledge management into their sales and marketing activities Written by a highly knowledgeable and well-respected practitioner in the field who is mentored by an recognised sales and marketing industry expert

This book contains the papers presented at the 5th International Conference on Pr- tical Aspects of Knowledge Management organized by the Department of Knowledge Management, Institute of Computer Science and Business Informatics, University of Vienna. The event took place on December 02–03, 2004 in Vienna. The PAKM conference series offers a communication forum and meeting ground for practitioners and researchers engaged in developing and deploying advanced bu- ness solutions for the management of knowledge and intellectual capital. Contributions pursuing integrated approaches which consider organizational, technological and c- tural issues of knowledge management have been elected for presentation. PAKM is a forum for people to share their views, to exchange ideas, to develop new insights, and to envision completely new kinds of solutions for knowledge management problems. The accepted papers are of high quality and are not too specialized so that the main issues can be understood by someone outside the respective ?eld. This is crucial for an interdisciplinary exchange of ideas. Like its predecessors, PAKM 2004 featured two invited talks. It is a real joy seeing the visibility of the conferenceincrease and noting that kno- edge management researchers and practitioners from all over the world submitted - pers. This year, 163 papers and case studies were submitted, from which 48 were - cepted.

We are now in the 'third wave' of Knowledge Management - the first was focused on the potential of new technology, while the second focused on the nature of knowledge and how people 'know' and learn. The focus in the third phase is two-fold: building individual and team productivity, and proper alignment of Knowledge Management efforts in helping deliver on strategic goals of the organization. Knowledge Management- a Blueprint for Delivery explores and builds on current ideas about the dynamics of knowledge in organizations, answering such questions as: 'What is knowledge management?' and 'What does it mean for today's companies and organizations?' Written by two leading knowledge management practitioners, this book looks beyond academic theory and software company hype to focus on the roles that knowledge and information play in creating high-performance organizations. Built on their extensive experience of Knowledge Management programme design and delivery, Knowledge Management- a Blueprint for Delivery: contains a comprehensive survey of the whole area of Knowledge Management, from theory and strategy creation through to techniques, tools, and delivery of change provides an insight into developing and managing Knowledge Management initiatives bridges the gap between theoretical, strategic, and practical hands-on perspectives

Organizations are often faced with the challenge of identifying opportunities for continuous improvement. Embracing new methodologies such as Knowledge Management is needed to facilitate such efforts. Members of an organization possess different kinds of knowledge. Furthermore, the objective of Knowledge Management (KM) is to facilitate effective transfer of knowledge to others who have a need for the knowledge in the context of carrying out their responsibilities in an organization (Srikantaiah & Keonig, 2008). The concept of KM has become more prevalent within learning organizations such as corporate America. This study addressed the overwhelming responsibility of organizations to meet Key Performance Indicators (KPIs) by identifying ways to optimize performance through the implementation of strategies that promote employee engagement and continuous improvement.

Knowledge management metrics are one of the weakest areas of practice in the field. Providing practical guidance for identifying different types of measurements and metrics, as well as methods for defining and collection information about metrics, this is an essential book for knowledge management professionals and researchers.

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The biennial PAKM Conference Series o?ers a communication platform and meeting ground for practitioners and researchers involved in developing and deploying advanced business solutions for the management of knowledge in - ganizations. PAKM is a forum for people to share their views, exchange ideas, develop new insights, and envision completely new kinds of knowledge mana- ment solutions. PAKM2008,the7thInternationalConferenceonPracticalAspectsofKno- edge Management, was held in Yokohama, Japan, for the ?rst time. Although all past PAKM conferences were held in Europe (Basel and Vienna), the PAKM Steering Committee decided two yearsago that the PAKM conferenceshould be "on tour": it should be organized by di?erent people and be hosted in di?erent places all over the world. For this year's conference we received 62 submissions from 23 countries and 3 reviewers were assigned to one paper from the members of the Program C- mittee and the additional reviewers. Thus 23 good papers were selected. They cover a great variety of approaches to knowledge management, which tackle the topic from many di?erent angles. It is this very diversity that makes PAKM unique, while at the same time focusing on the one issue of managing knowledge within organizations. Many people were involved in setting up PAKM 2008. We would like to express our warm thanks to everybody who contributed to making it a success.

Knowledge and information are among the biggest assets of enterprises and organizations. However, efficiently managing, maintaining, accessing, and reusing this intangible treasure is difficult. Information overload makes it difficult to focus on the information that really matters; the fact that much corporate knowledge only resides in employees' heads seriously hampers reuse. The work described in this book is motivated by the need to increase the productivity of knowledge work. Based on results from the EU-funded ACTIVE project and complemented by recent related results from other researchers, the application of three approaches is presented: the synergy of Web 2.0 and semantic technology; context-based information delivery; and the use of technology to support informal user processes. The contributions are organized in five parts. Part I comprises a general introduction and a description of the opportunities and challenges faced by organizations in exploiting Web 2.0 capabilities. Part II looks at the technologies, and also some methodologies, developed in ACTIVE. Part III describes how these technologies have been evaluated in three case studies within the project. Part IV starts with a chapter describing the principal market trends for knowledge management solutions, and then includes a number of chapters describing work complementary to ACTIVE. Finally, Part V draws conclusions and indicates further areas for research. Overall, this book mainly aims at researchers in academia and industry looking for a state-of-the-art overview of the use of semantic and Web 2.0 technologies for knowledge management and personal productivity. Practitioners in industry will also benefit, in particular from the case studies which highlight cutting-edge applications in these fields.

The "Top 25 Knowledge Management KPIs of 2010" report provides insights into the state of knowledge management performance measurement today by listing and analyzing the most visited KPIs for this functional area on smartKPIs.com in 2010. In addition to KPI names, it contains a detailed description of each KPI, in the standard smartKPIs.com KPI documentation format that includes fields such as: definition, purpose, calculation, limitation, overall notes and additional resources. While dominated by KPIs reflecting knowledge database management performance, other popular KPIs come from categories such as knowledge sharing, KM community of practice, knowledge database usage or costs and savings with knowledge management practices.This product is part of the "Top KPIs of 2010" series of reports and a result of the research program conducted by the analysts of smartKPIs.com in the area of integrated performance management and measurement. smartKPIs.com hosts the largest catalogue of thoroughly documented KPI examples, representing an excellent platform for research and dissemination of insights on KPIs and related topics. The hundreds of thousands of visits to smartKPIs.com and the thousands of KPIs visited, bookmarked and rated by members of this online community in 2010 provided a rich data set, which combined with further analysis from the editorial team, formed the basis of these research reports.

Knowledge Management is here to stay. This book is a compilation of a number of important papers on this subject selected by two leaders in this field of study. A wide range of topic have been chosen which leads the reader through some of the most important considerations in the field today. The book argues that this thing called Knowledge Management has been around for at least 25 years. Yet despite being accused, at several times in that period, of being nothing more than a passing management fad or fashion, it has retained or rather sustained interest by both academics and practitioners. Publication levels in a variety of related journals remains high and organisations continue to implement strategies, processes and systems to create and share knowledge assets of importance to their business. One reason for this situation is the reality that Knowledge Management is, to a large degree, an amalgam of a number of different academic areas. A variety of academic disciplines (strategy, sociology, psychology, IT, library sciences and accounting, to mention only a few) have all made contributions. Practitioners recognize the key terms and have a loose understanding of the general subject matter, however formal education in the field is still limited and focused in a few areas. Indeed only a few KM departments exist across the world and most KM education seems to occur in the library science and IT faculties, and not in the business studies departments, where it truly belongs. This book is an important text for academics, researchers, students and practitioners.

"This book discusses theory and practice in the design of knowledge management systems, facilitation of knowledge sharing, and creation of practices that encourage organizational learning"--Provided by publisher.

This second volume consists of the sections: technologies for knowledge management, outcomes of KM, knowledge management in action, and the KM horizon.

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. NOTE: Chapter 26 is not in the textbook and is only located in the book's Downloads tab on the CRCPress.com website. 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

The University of Jyvaskyla is proud to welcome the 12th edition of the European Conference in Cyber Warfare to Jyvaskyla. We intend to make this event as enjoyable as possible both on scientific and human aspects. As in previous years, ECCWS will address elements of both theory and practice of all aspects of Information Warfare and Security, and offers an opportunity for academics, practitioners and consultants involved in these areas to come together and exchange ideas. We also wish to attract operational papers dealing with the critical issue that the modern world has to face regarding the evolution of cyberwarfare capabilities development by nation states. The programme for the event promises an extensive range of peer-reviewed papers, networking opportunities and presentations by leaders in the field."

"This book is a detailed resource on knowledge management and innovations that has been written and edited to provide flexibility and in-depth knowledge management innovations, strategies, and practices"--Provided by publisher.

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.

Following on from the continued success of the European Conference on Information Management and Evaluation, we are delighted at the Ted Rogers School of Management, Ryerson University to be able to host the 2nd International Conference on Information Management and Evaluation (ICIME 2011).ICIME aims to bring together individuals researching and working in the broad field of information management, including information technology evaluation. We hope that this year's conference will provide you with plenty of opportunities to share your expertise with colleagues from around the world.This year's opening keynote address will be delivered by Dr Catherine Middleton, Ted Rogers School of Information Technology Management, Ryerson University, Toronto, Canada.

Inhaltsangabe:Abstract: With the beginning of the 1990s, the knowledge era arrived and virtually no organisation can afford to neglect a thorough and methodical discussion on the idea of "managing knowledge". The importance and the prominent role knowledge plays today cannot be overemphasised. As we shall see later on, knowledge and the ability to leverage it provides a comprehensive source of competitive advantage. Keeping this idea in mind the subsequent research project is structured in three main parts. The first part provides an introduction into the field of knowledge. General ideas will be explained, definitions and rationalisations shall be provided. Part two is designed to examine the two central columns of knowledge management: the creation and the transfer of knowledge. In order to analyse both

subjects in an entire, comprehensive way, the subsequent dissertation outlines differences and similarities between the two most prominent methodologies: the Anglo-Saxon and the Japanese approach. Within the third part it is intended to combine theoretical findings and pragmatic insights (although the whole paper is for the most part of theoretical nature, cf. research methodology) to develop managerial implications for knowledge management. To be precise, what are the prerequisites of knowledge management? In order to further develop the methodological approach, I structured the part in four points that I consider as the unconditional, complete preconditions for effective knowledge management: culture, HR issues, strategy, and process. The four issues ought to build the foundation for every successful knowledge management initiative. To underline theoretical results the appendix provides two case studies (Siemens and IBM Global Service) as well as a practical guide for measuring knowledge (from the American Productivity and Quality Centre). Generally speaking, the subject matter knowledge management is of profound interest within the discipline of strategic management. Literature on the topic is virtually impossible to count. Nevertheless, within the research paper I intend to concentrate on the most well-known and recognised scholars who worked and still perform on knowledge management. The objective of the subsequent paper is to provide an overview of one of the most difficult and noteworthy topics in strategic management and to examine and analyse different approaches as well as to develop own ideas of so-called key-success []

This book discusses emerging trends in the field of managing knowledge work due to technological innovations. The book is organized in 3 sections. The first section, entitled "Managing Knowledge, Projects and Networks", discusses knowledge processes and their use, reuse or generation in the context of an organization. The second section, entitled "Managing Knowledge using Social Media", focuses on factors influencing adoption and usage, the role of social media in managing knowledge, and factors that influence employees' acceptance and participation. The third section brings into discussion new approaches and technologies for acquiring knowledge. The book will be useful to both academics engaged in research in knowledge management and practitioners who are considering or implementing strategies for managing one of their most important resources.

The process of transforming data into actionable knowledge is a complex process that requires the use of powerful machines and advanced analytics technique. Analytics and Knowledge Management examines the role of analytics in knowledge management and the integration of big data theories, methods, and techniques into an organizational knowledge management framework. Its chapters written by researchers and professionals provide insight into theories, models, techniques, and applications with case studies examining the use of analytics in organizations. The process of transforming data into actionable knowledge is a complex process that requires the use of powerful machines and advanced analytics techniques. Analytics, on the other hand, is the examination, interpretation, and discovery of meaningful patterns, trends, and knowledge from data and textual information. It provides the basis for knowledge discovery and completes the cycle in which knowledge management and knowledge utilization happen. Organizations should develop knowledge focuses on data quality, application domain, selecting analytics techniques, and on how to take actions based on patterns and insights derived from analytics. Case studies in the book explore how to perform analytics on social networking and user-based data to develop knowledge. One case explores analyze data from Twitter feeds. Another examines the analysis of data obtained through user feedback. One chapter introduces the definitions and processes of social media analytics from different perspectives as well as focuses on techniques and tools used for social media analytics. Data visualization has a critical role in the advancement of modern data analytics, particularly in the field of business intelligence and analytics. It can guide managers in understanding market trends and customer purchasing patterns over time. The book illustrates various data visualization tools that can support answering different types of business questions to improve profits and customer relationships. This insightful reference concludes with a chapter on the critical issue of cybersecurity. It examines the process of collecting and organizing data as well as reviewing various tools for text analysis and data analytics and discusses dealing with collections of large datasets and a great deal of diverse data types from legacy system to social networks platforms.

This introductory level textbook critically reviews and analyses the key themes underpinning knowledge management in organisations. It presents the key debates in this area, including coverage of epistemologies of knowledge, managing and sharing knowledge, and learning and innovation.

Knowledge management has been growing in importance and popularity as a research topic and business initiative. This book documents the key issues of knowledge management and serves as an useful resource for academicians, practitioners, researchers, and students.

Leveraging the knowledge gained from Knowledge Management and from the growing fields of Analytics and Artificial Intelligence (AI), this Research Agenda highlights the research gaps, issues, applications, challenges and opportunities related to Knowledge Management (KM). Exploring synergies between KM and emerging technologies, leading international scholars and practitioners examine KM from a multidisciplinary perspective, demonstrating the ways in which knowledge sharing worldwide can be enhanced in order to better society and improve organisational performance.

The rapidly growing demand for online courses and supporting technology has resulted in a plethora of structural and functional changes and challenges for universities and colleges. These changes have led many distance education providers to recognize the value of understanding the fundamental concepts of both e-learning and knowledge management (KM)—including the e-learning economic model and how to change the current culture of delivery system providers. Supplying a complete examination of the synergy between KM and e-learning, Knowledge Management and E-Learning begins by considering KM practices, techniques, and methodologies in e-learning. These chapters explain how knowledge capture, retention, transfer, and sharing can help enhance the e-learning experience. Edited and written by leading authorities in the fields of knowledge management and e-learning, the book contains international case studies that illustrate the applications of KM to e-learning in businesses, government agencies, and universities in the United States, Canada, Mexico, United Kingdom, Europe, and Asia. The text is divided into four parts: Setting the Stage Methodologies and Techniques Case Studies and Applications Industry Perspectives This groundbreaking reference discusses the use of digital media engagement and social media to enhance the e-learning experience through the ability to share knowledge among various communities and individuals. It details key KM and social networking methodologies, trends, and technologies. The text concludes with a summary of current and emerging trends by those at the forefront of this rapidly evolving field.

The Pharmaceutical Industry has been undergoing a major transformation since the heady days of 'big pharma' in the 1970s and 80s. Patent expiry, the rise of generics, and the decline of the blockbuster drug have all changed the landscape over the last 10-15 years. It's an environment where products can take 10 years or more to come to market, billions are spent on research and development, jobs are being shed in the western pharma homelands and regulators and the public are more demanding than ever. So what part is Knowledge Management playing and going to play in this vital international industry? Knowledge Management (KM) has many facets from providing comprehensive knowledge bases for workers, through the sharing of advice and problem solving, to providing an environment for innovation and change. This book, focusing on research and development, and manufacturing-based companies, explores how a range of techniques and approaches have been applied in the unique environment of the Pharmaceutical Industry, and examine how it can help the industry in the 21st century. Whilst the book is centered on the Pharmaceutical Industry, its objective will be to discuss and demonstrate how Knowledge Management can be applied in a variety of environments, and with a range of cultural issues. KM practitioners, and potential practitioners, both within and outside the Pharmaceutical Industry, will be able to gain valuable guidance and advice from both the examples of good practice and the lessons learned by the authors and contributors.

"This book establishes a convergence in thinking between knowledge management and knowledge engineering healthcare applications"--Provided by publisher.