



# Knowledge Management: An Evolutionary View

*Irma Becerra-Fernandez, D. E Leidner, Dorothy Leidner*

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This book serves as a complete introduction to the subject of Knowledge Management (KM), and incorporates technical as well as social aspects, concepts as well as practical examples, and traditional KM approaches as well as emerging topics. Knowledge Management: Systems and Processes enhances the conventional exposition of KM with an in-depth discussion of the technologies used to facilitate the management of knowledge in large and small organizations. This includes a complete description of the theory and applications of the various techniques and technologies currently in use to manage organizational knowledge. The discussion of technology is at a level appropriate for the typical business administration graduate student or corporate manager. Special features: \* Includes case studies of actual implementations of KM systems, including details such as system architecture \* Contains numerous vignettes describing practical applications of KM initiatives at leading firms and governmental organizations \* Provides a balanced view of knowledge management, while incorporating benefits and controversial issues, and both technology and social aspects \* Extremely current, making extensive use of latest developments in, and examples from, the field of KM \* Written by two proficient and recognized researchers in the field of KM.

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