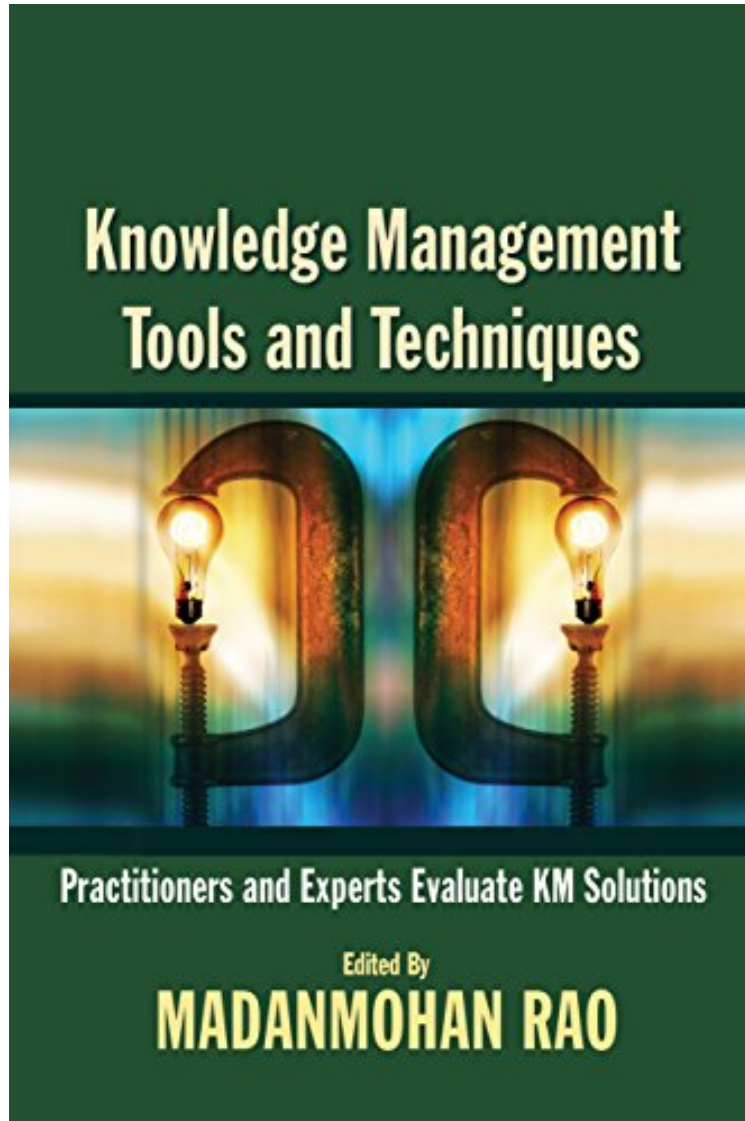


[Read and download] Knowledge Management Tools and Techniques

## Knowledge Management Tools and Techniques

*Madanmohan Rao*

*ePub | \*DOC | audiobook | ebooks | Download PDF*



[Download](#)

[Read Online](#)

#2009510 in eBooks 2012-06-14 2012-06-14 File Name: B001V7U7H2 | File size: 57.Mb

**Madanmohan Rao : Knowledge Management Tools and Techniques** before purchasing it in order to gage whether or not it would be worth my time, and all praised Knowledge Management Tools and Techniques:

1 of 6 people found the following review helpful. Makes KW usefulBy Brigham007This is the handbook of KW, since it gets down to the nuts and bolts of how to make it work.0 of 0 people found the following review helpful. but a good resource.By Robert SanteeLittle outdated, but a good resource.

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.

"Compelling reading for implementers of knowledge management projects: a clear guide to what works and what doesn't." "An up-to-date global review of tools, strategies, and ideas that reveal how KM tools really work. A big step past the promises of past, this book shows the way towards repeatable successes." "The opening overview provides helpful frameworks that are effectively illustrated in the 37 cases studies and 5 vendor experiences. A rich resource for inspiration." "Insights on how to get started, how to scale up, and how to keep improving. Authoritative, detailed, invaluable, descriptions for practitioners." -- 4 above from Ben Shneiderman, University of Maryland "Dr Rao has brought together a practical, contemporary, and comprehensive view of the realities of applying knowledge management tools. The rich array of leading-edge practice he exposes will prove valuable to all knowledge practitioners." -- Ross Dawson, CEO, Advanced Human Technologies, and author, *Developing Knowledge-Based Client Relationships* "Sooner or later, everyone who is involved in a knowledge initiative has to come to grips with the kind of technologies and infrastructure needed to support the nurturing, capturing, leveraging and flow of knowledge and know-how throughout the enterprise network. This experience-based book lets practitioners get ready access not only to a wide range of approaches and "tools of the trade", but also to the thinking behind the selections and what the real differences were in actual outcomes. Nice work!!" -- Jay Chatzkel, Principal, Progressive Practices; Author of *Knowledge Capital: How Knowledge-Based Enterprises Really Get Built and Intellectual Capital* "One of the great things about this book is that it demonstrates that knowledge management is more than information technology. It is about people sharing what they know; modern technology simply provides exciting new opportunities for making that happen. Using case studies of leading edge companies that have implemented KM, vendors that sell KM products, and experts that provide KM advice, Rao has covered the bases for anyone interested in this important topic." "This book is a smorgasbord of perspectives on knowledge management. You are bound to find many good things to take in: numerous case studies of KM practices in both private and public sector organizations, commentaries from experts in the field, and descriptions of technologies that populate the KM landscape. Rao has done an outstanding job of bringing together in one place state-of-the-art practices and tools in knowledge management." -- both of the above from Mark L. Lengenick-Hall, author of *Human Resource Management in the Knowledge Economy* (Berrett-Koehler) "KM Tools and Techniques offers a rich array of stories and vignettes of how companies are deploying new technologies, supporting social innovation and devising new measurement systems as a foundation for business success in the knowledge economy. There is something here for KM practitioners at every level: Madan Rao's bird's eye overview of the KM landscape; detailed company case studies direct from practitioners; and concise explorations of specific tools, methods and issues by leading innovators and technology vendors. A great resource!" -- Verna Allee, author *The Knowledge Evolution and The Future of Knowledge* From the Back Cover Business/ Information Management Knowledge Management Tools and Techniques: Practitioners and Experts Evaluate KM Solutions Madanmohan Rao "Dr. Rao has brought together a practical, contemporary, and comprehensive view of the realities of applying knowledge management tools. The rich array of leading-edge practice he exposes will prove valuable to all knowledge practitioners." - Ross Dawson, CEO, Advanced Human Technologies, and author, *Developing Knowledge-Based Client Relationships* "An up-to-date global review of tools, strategies, and ideas that reveal how KM tools really work. A big step past the promises of past, this book shows the way towards repeatable

successes." - Ben Shneiderman, Professor, Department of Computer Science, University of Maryland "This book offers a rich array of stories and vignettes of how companies are deploying new technologies, supporting social innovation and devising new measurement systems as a foundation for business success in the knowledge economy. There is something here for KM practitioners at every level. A great resource!" - Verna Allee, author *The Knowledge Evolution and The Future of Knowledge* "This experience-based book lets practitioners get ready access not only to a wide range of approaches and "tools of the trade," but also to the thinking behind the selections and what the real differences were in actual outcomes." - Jay Chatzkel, Principal, Progressive Practices; Author of *Knowledge Capital: How Knowledge-Based Enterprises Really Get Built and Intellectual Capital* This practical book enables the reader to understand and evaluate the vast offerings of KM solutions in the three areas of technology, content, and services. The focus is not on technology details, but on how KM and IT practitioners actually use these tools and techniques. Over twenty case studies relate the real story of choosing and implementing various KM tools and techniques. Lessons from successes and failures are drawn, along with roadmaps for companies beginning or expanding their KM practice. Each chapter is structured along the "8Cs" framework developed by the author: connectivity, content, community, commerce, community, capacity, culture, cooperation and capital. Dr. Madanmohan Rao is a Knowledge Management consultant in Bangalore, India, and author of *Leading With Knowledge*, and Editor of *DestinationKM.com*. About the Author Dr. Madanmohan Rao is an infotech consultant and writer based in Bangalore, India. He is the editor of two book series: "The Asia-Pacific Internet Handbook" and "The Knowledge Management Chronicles." He is also editor-at-large of *DestinationKM.com* and contributor to the Poynter Institute blog on new media trends. Madan was on the international editorial board of the recently published book, "Transforming e-Knowledge." He currently serves on the international board of directors of Computer Professionals for Social Responsibility ([www.cpsr.org](http://www.cpsr.org)). Madan was formerly the communications director at the United Nations Inter Press Service bureau in New York, and vice president at IndiaWorld Communications in Bombay. He graduated from the Indian Institute of Technology at Bombay and the University of Massachusetts at Amherst, with an M.S. in computer science and a Ph.D. in communications. He is currently the director of the InfoComm Observatory at the Indian Institute of Information Technology, Bangalore. Madan is a frequent speaker on the international conference circuit, and has given talks and lectures on Internet-related issues in about 50 countries including the U.S., Canada, Costa Rica, Argentina, Ecuador, Colombia, Peru, Chile, Venezuela, Cuba, Mexico, Brazil, Jamaica, Italy, Britain, Ireland, Netherlands, Austria, Sweden, Greece, Germany, Switzerland, Belgium, Denmark, Spain, France, Finland, Tunisia, Oman, Vietnam, Laos, Japan, South Korea, Singapore, Hong Kong, Taiwan, Malaysia, India, Philippines, Bangladesh, Cambodia, Thailand, Indonesia, Sri Lanka, Nepal and Australia. Madan has spoken at the Internet World series of conferences (hosted by Penton Media) in over a dozen countries, the Asian Business Forum (Content Summit, Singapore; March 2001), PDVSA 4th Annual KM Summit (Caracas, 2002), Asian Media and Information Communication Centre's annual summits (Chennai, 1999; Singapore, 2000; Manila 2001), INET (annual summits of the global Internet Society: Sa