

Chapter 5: Technology

This chapter explores the many computer and communications technologies that can be used to enhance the organizational and behavioral aspects of a Knowledge Management initiative. Included are a survey of technologies for knowledge collection (e.g., data mining, text summarizing, the use of intelligent agents, and a variety of information retrieval methodologies), knowledge storage and retrieval (e.g., knowledge bases and information repositories), and knowledge dissemination and application (e.g., intranets and internets, groupware, decision support tools, and collaborative systems).

Chapter 6: Solutions

This chapter looks at the various solutions offered by vendors in the Knowledge Management market. Topics include defining assessment metrics of performance, industry standards and best practices, and how to assess the impact of a KM initiative on qualitative factors surrounding organization-wide change of corporate vision, values, and behaviors.

Chapter 7: Economics

This chapter explores the financial aspects of Knowledge Management, from a return-on-investment perspective. Topics include pricing models for information infrastructure development, overhead costs, contractual issues, and hidden costs of Knowledge Management, and how to justify the cost of investing in new technologies. The chapter also explores the knowledge economy in terms of the knowledge value chain.

Chapter 8: Getting There

The final chapter provides some concrete examples of the resources, time, and costs involved in embarking on a practical Knowledge Management effort. Topics include implementation challenges, working with vendors, achieving employee buy-in, including how to shift corporate