

wrapped KM tools per se, virtually any information technology can be useful at some phase of the KM life cycle. Some technologies, such as groupware, are especially attractive as potential enablers for the KM process.

As in the general information technology industry, the challenges on the horizon are predominantly related to integration, both at the systems level and at the human-computer interface. In this regard, technologies that fit seamlessly and unobtrusively with the workflow of knowledge workers and managers hold the greatest potential for enabling the business of Knowledge Management.

*When you are inspired by some great purpose, some extraordinary project, all your thoughts break their bonds; your mind transcends limitations, your consciousness expands in every direction, and you find yourself in a new, great and wonderful world.*

—Patanjali