Knowledge Retention Strategies And Solutions

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Proceedings of the 10th International Conference on Intellectual Capital, knowledge Management and Organisational Learning
Global Services Outsourcing
The SAGE Encyclopedia of Educational Technology
Handbook of Research on Modern Educational Technologies, Applications, and Management
Information Systems for Knowledge Management
Recruitment, Development, and Retention of Information Professionals: Trends in Human Resources and Knowledge Management

"This book explores areas such as strategy development, service contracts, human capital management, leadership, management, marketing, e-government, and e-commerce"—Provided by publisher.

Although knowledge management (KM) has already helped numerous organizations achieve competitive advantages, many organizations have yet to embark on their knowledge management journey. Geared for executives and senior managers, Beyond Knowledge Management: What Every Leader Should Know is concise and easy-to-read. It looks at 10 areas where organizations face challenges that are eroding their competitive advantage. The main topics in this field will be new strategies in leadership, new concepts in health management, new ways in knowledge management and learning, as well as new models how to drive ideas for diversity and innovation. On the one hand, enterprises therefore will have to invest in their aging employees for supporting their talents, helping them to learn and keeping them in the company. On the other, they will have to increase productivity, keep on searching for new products, and integrate experts from abroad. This has to be combined with new ways of strategies and HR management. This book presents an analysis of the present and upcoming situation, and an introduction into the strategic concepts enterprises will need to survive in aging societies.

Close collaboration across agencies and international borders is mandatory for public health officials. A powerful tool for sharing knowledge, knowledge management (KM) can help public health professionals quickly collaborate and disseminate knowledge for solving public health issues worldwide. The latest initiatives for reforming healthcare have put the spotlight on the need for maximizing resources. In addition to providing a platform for sharing knowledge, KM can help healthcare professionals do more with less. One tool, two problems solved. Yet the sharing of knowledge and KM continues to be a major challenge in the public health field. Knowledge Management in Public Health provides a general introduction to KM and social networking in the public health arena. The book begins with coverage of basic principles, components, and methodologies as well as trends and key issues in public health. It includes ten case studies illustrating applications of KM and social networking in public health. The chapters are written by leading individuals from organizations involved in applying KM in public health worldwide. The editors and chapter authors explore the many elements of KM, delineating how and why to start such an initiative. They provide specific examples of the development and value-added benefits of KM in a variety of public health environments. Tough or quick decision making has always benefitted enormously from knowledge based on the maximum amount of pertinent information available at the time—this has not changed. What is new in the present public health environment is the need to do this more often, with fewer personnel available, and increased expectations relative to the services expected by the public. Better use of information under a KM system is well suited to serve that purpose. This book explores the many ways to use KM to anticipate potential health issues and quickly resolve key incidents when they occur. This book
constitutes the revised selected papers from the 10th Global Sourcing Workshop held in Val d’Isère, France, in February 2016. The 11 papers presented in this volume were carefully reviewed and selected from 47 submissions. The book offers a review of the key topics in outsourcing and offshoring of information technology and business services offering practical frameworks that serve as a tool kit to students and managers. The range of topics covered is wide and diverse, but predominately focused on how to achieve success in shared services and outsourcing. More specifically, the book examines outsourcing decisions and management practices, giving specific attention to shared services that have become one of the dominant sourcing models. The topics discussed combine theoretical and practical insights regarding challenges that industry leaders, policy makers, and professionals face or should be concerned with. Case studies from various organizations, industries and countries such as UK, Italy, The Netherlands, Canada, Australia and Denmark complete the book. "This book examines current research in support of knowledge management by focusing on how knowledge resources can be used to create and sustain competitive advantages, combining imitation and innovation theories"—Provided by publisher.In the current fast-paced and constantly changing business environment, it is more important than ever for organizations to be agile, monitor business performance, and meet with increasingly stringent compliance requirements. Written by pioneering consultants and bestselling authors with track records of international success, The Decision Model: A Business Logic Framework Linking Business and Technology provides a platform for rethinking how to view, design, execute, and govern business logic. The book explains how to implement the Decision Model, a stable, rigorous model of core business logic that informs current and emerging technology. The authors supply a strong theoretical foundation, while succinctly defining the path needed to incorporate agile and iterative techniques for developing a model that will be the cornerstone for continual growth. Because the book introduces a new model with tentacles in many disciplines, it is divided into three sections: Section 1: A Complete overview of the Decision Model and its place in the business and technology world Section 2: A Detailed treatment of the foundation of the Decision Model and a formal definition of the Model Section 3: Specialized topics of interest on the Decision Model, including both business and technical issues The Decision Model provides a framework for organizing business rules into well-formed decision-based structures that are predictable, stable, maintainable, and normalized. More than this, the Decision Model directly correlates business logic to the business drivers behind it, allowing it to be used as a lever for meeting changing business objectives and marketplace demands. This book not only defines the Decision Model and but also demonstrates how it can be used to organize decision structures for maximum stability, agility, and technology independence and provide input into automation design. More and more organizations are becoming aware of the importance of tacit and explicit knowledge owned by their members which corresponds to their experience and accumulated knowledge about the firm activities. However, considering the large amount of knowledge created and used in the organization, especially with the evolution of information and communications technologies, the firm must first determine the specific knowledge on which it is necessary to focus. Creating activities to enhance identification, preservation, and use of this knowledge is a powerful mean to improve the level of economical performance of the organization. Thus, companies invest on knowledge management programs, in order to develop a knowledge sharing and collaboration culture, to amplify individual and organizational learning, to make easier accessing and transferring knowledge, and to insure knowledge preservation. Several researches can be considered to develop knowledge management programs supported by information and knowledge systems, according to their context, their culture and the stakeholders' viewpoints. "I enthusiastically endorse the fourth edition of IHRM. The editors are to be congratulated for recruiting the top-rated authors in this field to contribute to this volume. The chapters are up to date, insightful, and sometimes even provocative. Students, including post-grads and advanced undergraduates, as well as savvy practitioners, will benefit from reading this volume." Neal M. Ashkanasy, Professor of Management, The University of Queensland Anne-Wil Harzing and Ashly Pinnington's bestselling textbook has guided thousands of students through their International Human Resource Management studies. The fourth edition retains the critical edge, academic rigour and breadth of coverage which have established this book as the most authoritative text on the market. The new edition by our international team of experts provides an even more stimulating journey through the core curriculum, contemporary debates and emerging issues in IHRM. New for the fourth edition: Reduced number of chapters to allow for greater depth and an improved structure ensuring fundamental topics underpin your knowledge Expanded coverage of Equality and Diversity, Corporate Social Responsibility and Sustainability and Cross-Cultural Management in line with developments in the field New Stop and Reflect feature provides an opportunity to test your understanding at regular intervals This text comes with access to a companion website containing web links, SAGE journal articles and more. 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. As technology and technological advancements become more prevalent and essential aspect of daily and business life, educational institutions must keep pace in order to maintain relevance and retain their ability to adequately prepare students for their lives beyond education. Such institutions and their leaders are seeking relevant strategies for the implementation and effective use of new and upcoming technologies and leadership strategies to best serve students and educators within educational settings. As traditional education methods become more outdated, strategies to supplement and bolster them through technology and effective management become essential to the success of institutions and programs. The Handbook of Research on Modern Educational Technologies, Applications, and Management is an all-encompassing two-volume scholarly reference comprised of 58 original and previously unpublished research articles that provide cutting-edge, multidisciplinary research and expert insights on advancing technologies used in educational settings as well as current strategies for administrative and leadership roles in education. Covering a wide range of topics including but not limited to community engagement, educational games, data management, and mobile learning, this publication provides insights into technological advancements with educational applications and examines forthcoming implementation strategies. These strategies are ideal for teachers, instructional designers, curriculum developers, educational software developers, and information technology specialists looking to promote effective learning in the classroom through cutting-edge learning technologies, new learning theories, and successful leadership tactics. Administrators, educational leaders, educational policymakers, and other education professionals will also benefit from this publication by utilizing the extensive research on managing educational institutions and providing valuable training and professional development initiatives as well as implementing the latest administrative technologies. Additionally, academicians, researchers, and students in areas that include but are not limited to educational technology, academic leadership, mentorship, learning environments, and educational support systems will benefit from the extensive research compiled within this publication. Services outsourcing is an increasingly attractive option for firms seeking to reduce costs and achieve service improvements. Many organizations now choose to transfer responsibility for entire functions such as human resources, finance and information technology services to both local and global vendors. Yet outsourcing such functions is a complex process, one that is driven by factors that transcend cost considerations alone. Issues such as service design, unbundling processes, managing work across different cultures and time zones, and business process redesign have all become important elements of managing services outsourcing arrangements. This book uses tools and techniques from a variety of disciplines to show how to plan, implement and manage services outsourcing arrangements successfully. Based on in-depth analysis of large-scale outsourcing arrangements across a wide range of sectors, this is an excellent resource for both academics and practitioners who wish to understand more about this complex phenomenon. As baby boomers approach retirement age and the work patterns of younger workers constantly change, many organizations worldwide are experiencing a far-reaching knowledge bleed. Therefore, it is imperative that organizations find ways to best leverage and retain that vital knowledge before workers leave the organization and attrition occurs. Answers the Call of Businesses Worldwide In light of global workforce changes, many organizations’ are faced with a dilemma – how to maintain the right set of people at the right time in order to meet the company’s long-term goals and vision. Knowledge Retention: Strategies and Solutions supplies the answer in the form of strategic human capital management. Written by one of the most sought after knowledge management experts, this easy-to-read, concise guide helps companies adopt proven retention strategies and techniques to capture and share knowledge which is otherwise at risk of being lost in transition. The text also discusses key case studies by leading organizations applying knowledge retention strategies. Build Institutional Memory and Social Networks Addresses These Important Questions: How do you know what knowledge is important to capture? What is the best approach to developing a knowledge retention framework? How do you calculate the loss of knowledge? What are the appropriate steps once the damage is assessed? How do you identify knowledge flows and gaps in an organization? Since you never know when someone will retire or move on, the book emphasizes the importance of minimizing business disruption and accelerating competency development. Operating around four key framework pillars – competency, performance, knowledge, and change management – this text demonstrates why a knowledge-retention strategy should be woven into an organization’s fabric from day one. The SAGE Encyclopedia of Educational Technology examines information on leveraging the power of technology to support teaching and learning. While using innovative technology to educate individuals is certainly not a new topic, how it is approached, adapted, and used toward the services of achieving real gains in student performance is extremely pertinent. This two-volume encyclopedia explores such issues, focusing on core topics and issues that will retain relevance in the face of perpetually evolving devices, services, and specific techniques. As technology evolves and becomes even more low-cost, easy-to-use, and more accessible, the education sector will evolve alongside it. For instance, issues surrounding reasoning behind how one study has shown students retain information better in traditional print formats are a topic explored within the pages of this new encyclopedia. Features: A collection of 300-350 entries are organized in A-to-Z fashion in 2 volumes available in a choice of print or electronic formats. Entries, authored by key figures in the field, conclude with cross references and further readings. A detailed index, the Reader’s Guide themes, and cross references combine for search-and-browse in the electronic version. This reference encyclopedia is a reliable and precise source on educational technology and a must-have reference for all academic libraries. Information is considered essential in every business model. Effective usage of this information to direct goals and
drive missions can lead to successful enterprises. Knowledge Integration Strategies for Entrepreneurship and Sustainability is a critical reference source that expounds upon the critical methods in which new information is integrated into existing models for starting new companies and the ways in which these models interact and affect each other. Featuring coverage on a broad range of topics, such as tacit knowledge utilization, knowledge retention in small and medium-sized enterprises (SMEs), and knowledge dynamics in supply chain management, this book is geared toward academicians, researchers, and students seeking current research on the effect of information management in the interdisciplinary world of business creation as well as enterprise stability and longevity. Together, Big Data, high-performance computing, and complex environments create unprecedented opportunities for organizations to generate game-changing insights that are based on hard data. Business Analytics: An Introduction explains how to use business analytics to sort through an ever-increasing amount of data and improve the decision-making capabilities of an organization. Covering the key areas of business analytics, the book explores the concepts, techniques, applications, and emerging trends that professionals across a wide range of industries need to be aware of. Better detection of fraud through visual analytics or better prediction of the likelihood of someone getting an infection while in the hospital are just a few examples of where analytics can play a positive role. As the field of business analytics continues to emerge rapidly, there is a need for a reliable textbook and reference on the subject. Filling this need, this book is suitable for graduate-level students and undergraduate seniors. It maintains a focus on only the key areas so the material can be covered adequately in a one-semester or one-quarter course. Each chapter includes software-generic exercises, labs, and associated answers to the exercises/labs. Author Jay Liebowitz recently had an article published in The World Financial Review. www.worldfinancialreview.com/?p=1904An overview of what knowledge management is, the theoretical basis behind it, and practical insights into how it can be implemented effectively in a professional setting. Starting with a discussion of how knowledge management has evolved, how it adds value for organisations, and how it’s success can be measured. The book then covers best practice and the key activities associated with doing knowledge management, including knowledge strategy, managing knowledge loss and knowledge sharing. Finishing with a discussion of knowledge management’s role in international business and what future developments are expected in the field. Practical insights are drawn from around the world, with case studies such as how NASA forgot how to send a man to the Moon, Acer: The smiling Asian tiger, and why Saudi Arabia’s experts do not learn from overseas experts. The book is supported by online resources for lecturers and students, including PowerPoint slides, an instructor’s manual, access to SAGE journal articles, and scorecards for measuring usefulness of knowledge management tools. Suitable reading for undergraduate and postgraduate business and management students on knowledge management & organizational learning modules. A guide to managing cloud projects, Cloud Computing Strategies provides the understanding required to evaluate the technology and determine how it can be best applied to improve business and enhance your overall corporate strategy. Based on extensive research, it examines the opportunities and challenges that loom in the cloud. It explainReporting on cutting-edge research in production, distribution, and transportation, The Supply Chain in Manufacturing, Distribution, and Transportation: Modeling, Optimization, and Applications provides the understanding needed to tackle key problems within the supply chain. Viewing the supply chain as an integrated process with regard to tactical and operational planning, it details models to help you address the wide range of organizational issues that can adversely affect your supply chain. This compilation of scholarly research work from academia and industry considers high-level production schedules, product sourcing, network alignment, distribution center layouts, transportation operations with stochastic demand, inventory planning, and day-to-day operations planning. The book is divided into three sections: Industrial and Service Applications of the Supply Chain Analytic Probabilistic Models in Supply Chain Problems Optimization Models of Supply Chain Problems Because tactical and operational models rely on quality forecasts of demand, the text examines stochastic customer demand, coordination of supply chain functions, and solution algorithms. It reviews real-world business applications and case studies that illustrate the modeling solutions discussed. To maintain a competitive edge against other businesses, companies must ensure the most effective strategies and procedures are in place. This is particularly critical in smaller business environments with fewer resources. Knowledge Management Initiatives and Strategies in Small and Medium Enterprises is an authoritative reference source for the latest scholarly material on the management of knowledge resources in smaller-scale enterprises. Highlighting theoretical foundations and real-world applications, this book is ideally designed for professionals, practitioners, researchers, and upper-level students interested in emerging perspectives on knowledge management.“The chapters in this volume offer useful case studies, technical roadmaps, lessons learned, and a few prescriptions todo this, avoid that.”-From the Foreword by Joe LaCugna, Ph.D., Enterprise Analytics and Business Intelligence, Starbucks Coffee CompanyWith the growing barrage of “big data,” it becomes vitally important for organizations to make This book is open access under a CC BY-NC 3.0 IGO license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible “chunks,” it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; “cheat sheets” that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing
countries. This is a solution-oriented book to address one of the most pressing management problems of the coming years: How do organizations transfer the critical expertise and experience of their employees before that knowledge walks out the door? This text provides a comprehensive introduction to the new field of knowledge management. It approaches the subject from a management rather than a highly technical point of view, and provides students with a state-of-the-art survey of KM and its implementation in diverse organizations. The text covers the nature of knowledge (tacit and explicit), the origins and units of organizational knowledge, and the evolution of knowledge management in contemporary society. It explores the implementation and utilization of knowledge management systems, and how to measure their impact, outputs, and benefits. The book includes a variety of original case studies that illustrate specific situations in which the absence or existence of knowledge management systems has been crucial to the organization's actions. Charts and figures throughout help clarify more complex phenomena and classifications, and each chapter includes review questions and a comprehensive index. As we get caught up in the quagmire of Big Data and analytics, it remains critically important to be able to reflect and apply insights, experience, and intuition to your decision-making process. In fact, a recent research study at Tel Aviv University found that executives who relied on their intuition were 90 percent accurate in their decisions. Bursting the Big Data Bubble: The Case for Intuition-Based Decision Making focuses on this intuition-based decision making. The book does not discount data-based decision making, especially for decisions that are important and complex. Instead, it emphasizes the importance of applying intuition, gut feel, spirituality, experiential learning, and insight as key factors in the executive decision-making process. Explaining how intuition is a product of past experience, learning, and ambient factors, the text outlines methods that will help to enhance your data-driven decision-making process with intuition-based decision making. The first part of the book, the "Research Track", presents contributions from leading researchers worldwide on the topic of intuition-based decision making as applied to management. In the second part of the book, the "Practice Track," global executives and senior managers in industry, government, universities, and not-for-profits present vignettes that illustrate how they have used their intuition in making key decisions. The research part of the book helps to frame the problem and address leading research in intuition-based decision making. The second part then explains how to apply these intuition-based concepts and issues in your own decision-making process. Although IT outsourcing is nothing new, it remains surprisingly challenging for professionals. This book assists the IT professional in several areas of the outsourcing process: establishing outsourcing relationships, maintaining and managing the relationship, and finally governing outsourcing projects successfully. "This book offers disparate yet important perspectives of various information professionals pertaining to recruitment, retention and career development of individuals within organizations"—Provided by publisher. An information system may be regarded as an organized set of resources, both technological and human. Security should take this specificity into consideration in order to ensure an overall security of information systems. The security of information systems is usually tackled in a technological perspective. This book proposes to focus not only on information systems' security in a technological perspective, but also in a human, managerial and organizational perspective. Effectively integrating theory and hands-on practice, Networking Systems Design and Development provides students and IT professionals with the knowledge and skills needed to design, implement, and manage fully functioning network systems using readily available Linux networking tools. Recognizing that most students are beginners in the field of networks, although knowledge management (KM) has already helped numerous organizations achieve competitive advantages, many organizations have yet to embark on their knowledge management journey. Geared for executives and senior managers, Beyond Knowledge Management: What Every Leader Should Know is concise and easy-to-read. It looks at 10 areas where organizations can gain competitive advantage. It shows you how to make better decisions, avoid knowledge loss, and maximize the intellectual assets of your organization. Edited by Jay Liebowitz—who is among the top 10 KM researchers/practitioners worldwide—the book examines key areas that can add value to your organization. Each chapter opens with an introduction to one of these promising areas, followed by case studies from industry, government, and not-for-profits. The case studies demonstrate how leaders at organizations such as The Coca-Cola Company, eBay, PricewaterhouseCoopers, University of Maryland University College, Northrop Grumman, and the U.S. Department of Health and Human Services have used the concepts discussed in the book to improve decision making. The distinguished contributors from these organizations explain how to use information and decision technologies, strategic intelligence, e-learning, human capital, innovation, globalization, and relationships, to improve operations and achieve an advantage over your competitors. The powerful approaches described in this book will not only help you preserve your most valued intellectual assets but also infuse the vitality and creativity your organization will need to stay one step ahead of the competition.

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