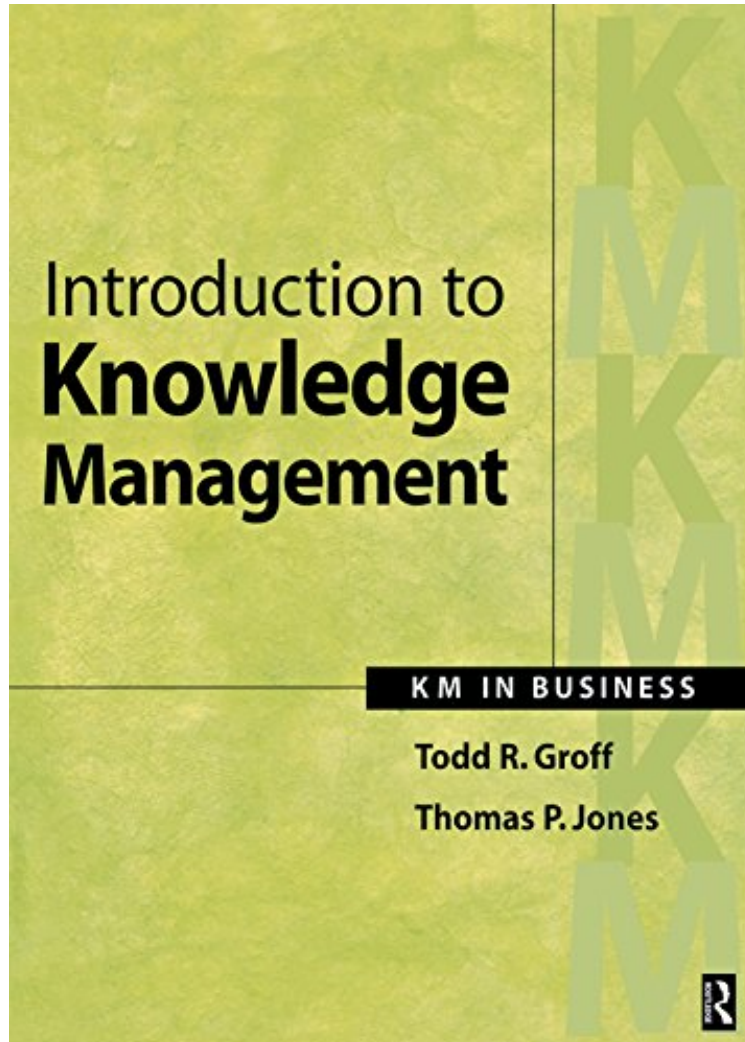


(Free pdf) Introduction to Knowledge Management

Introduction to Knowledge Management

Todd Groff, Thomas Jones

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Todd Groff, Thomas Jones : Introduction to Knowledge Management before purchasing it in order to gauge whether or not it would be worth my time, and all praised Introduction to Knowledge Management:

1 of 2 people found the following review helpful. Not a very good textbook
By Dave in AZ This is advertised as a textbook, but if it is, it certainly is not on the college level. This might qualify for a high school textbook. It is written on a lower level than the KM for Dummies book! Don't waste your money. You can get Frappaolo's text on KM for less money and it is a better resource.
3 of 3 people found the following review helpful. Not really worth the time or money
By SysAdmin-E dot com I thought this would be a good book, but I was wrong. It was assigned as supplemental reading for my BA in MIS degree and I had only read the first two chapters. Those chapters seemed very interesting, so I recently went back after almost two years and finished reading the book. I read all the chapters but didn't do any of the exercises. About 1/3 of the way through the book, my excitement waned. The book started to focus more on

organizational behavior (OB), which is a beneficial topic, but NOT what this book is supposed to be focused on. Starting around chapter 5, the OB stuff was really being pushed and I couldn't tell that I was reading a book on KM. A more appropriate title for the book would be along the lines of "Organizational Aspects of Knowledge Management." Since KM involves sharing of knowledge between people, skills in communications and OB are crucial in facilitating KM. The actual KM information in this book could honestly be summarized in one chapter. If you have taken courses in communications and OB, you can pretty much get by with reading only chapters 1 - 5. For someone who has no OB knowledge, this book could be beneficial for learning OB, but as far as teaching anyone anything *significant* about KM itself, this book fails. After reading this book, you'll know what KM is and have a very limited knowledge of some of the methods and tools used in KM. As I mentioned before, all that information could be summarized in one chapter. One of the most absurd things about the book is that it provides no end of chapter summary. This is very ironic since the book is about managing knowledge. Wouldn't it be easier to manage the knowledge gained in each chapter if the chapters had summaries? And in a few chapters, the authors inappropriately use computer networking as an analogy for some of the KM concepts. Those analogies are obviously targeted at IT professionals. But if someone with a business background reads this book, that person wouldn't be very familiar with computer networking. Another annoying thing was that the authors threw in bits and pieces about project management (PM). If the reader doesn't have a PM background, what benefit is that to the reader? And the book has numerous figures that have no reference. I can't recall reading any book that had so many figures without any references. By reference I mean that the figures weren't referred to in the text at all. I'm being tough on these things because this is a book on KM. And a big part of KM is the ability to effectively transfer knowledge. The way this book is written, transferring knowledge doesn't seem to be a high priority. In summary, this book should focus more on KM itself instead of OB. And the analogies should be generalized for readers of diverse backgrounds--not everyone who reads this book will have an IT or PM background. For me, this book reinforces my previous knowledge of OB and PM, but fails to add significant KM knowledge. The bulk of the useful KM stuff is in chapters 1 - 5, so at least I was able to take something away from my readings. The people who gave excellent reviews must know the authors or publishers. I can't imagine that an educated person could learn much from this book and would actually pay for it unless it was a required text for a course. Maybe, just maybe, I can see someone giving it 3 stars, but no way can a 5 star rating be legit. 4 of 7 people found the following review helpful. Excellent Book! By Rob Stone This book was my first introduction to Knowledge Management. Truthfully, I could not be more pleased! I'm a Director of Sales for a leading insurance company and am responsible for 250 offices across the Northeast U.S. Our organization has struggled for many years with the very issues addressed in this text and I found the insight gained to be invaluable. It is easy to see that the authors, Groff and Jones, are experienced management professionals. They adeptly and expertly framed the content in an enjoyable and easy to understand manner that is directly applicable in multiple business scenarios. In fact, I utilized several of concepts from the text in developing our annual business plan. Through these initiatives, we expect to improve efficiency and overall productivity resulting in increased profitability for the business unit. Without a doubt, this text is a tool that will assist my organization in maximizing results in today's quickly changing business environment.

This book introduces readers to a wide range of knowledge management (KM) tools, techniques and terminology for enhancing innovation, communication and dedication among individuals and workgroups. The focus is on real-world business examples using commonly available technologies. The book is set out in a clear and straightforward way, with definitions highlighted, brief case studies included that illustrate key points, dialogue sections that probe for practical applications, and written exercises. Each chapter concludes with discussion questions, review questions, and a vocabulary review. An Online Instructor's Guide is available.

"As someone who has struggled to manage change in several large organizations, I am very excited about the powerful techniques in this textbook for increasing business agility and empowering knowledge workers." - Wayne Anderson, Senior Vice President, Service Management, Sabre Inc. "This systemically organized, innovative and well-written book astutely integrates content, technology and problem-solving into a learning tool that sets the standard for maximizing learning in an arena that is continuously bombarded with interventions that compete for each learner's attention." - Robert E. Klabenes, President, Oklahoma State University-Okmulgee From the Back Cover Finally, a solid introduction to the complex world of knowledge management, how it works, and the impact it has on organizations of all sizes. "As someone who has struggled to manage change in several large organizations, I am very excited about the powerful techniques in this textbook for increasing business agility and empowering knowledge workers." - Wayne Anderson, Senior Vice President, Service Management, Sabre Inc. "This systemically organized, innovative and well-written book astutely integrates content, technology and problem-solving into a learning tool that sets the standard for maximizing learning in an arena that is continuously bombarded with interventions that compete for each learner's attention." - Robert E. Klabenes, President, Oklahoma State University-Okmulgee Effective knowledge management and collaborative learning is key to success in today's high tech, networked, just-in-time market. Easy to read and user-

friendly, this book introduces you to a wide range of knowledge management (KM) tools, techniques and terminology for enhancing innovation, communication and dedication among individuals and workgroups. Full of practical applications, the focus is on real-world business using examples of commonly available technologies. Introduction to Knowledge Management is clear and straightforward with definitions highlighted, brief case studies illustrating key points, dialogue sections that probe for practical applications, and written exercises. Each chapter concludes with discussion questions, review questions, and a vocabulary review. An Online Instructor's Guide is available. Todd R. Groff is a Consultant, IBM's Business Consulting Services Thomas P. Jones is a Consultant, IBM's Business Consulting Services

About the Author Todd Groff is a Consultant with IBM's Business Consulting Services, having worked in high technology industries for over 15 years. He is responsible for the identification of information access, retrieval and distribution needs while leading a consulting team in the design, implementation and integration of systems. Recent client work involves developing and applying KM tools and processes to both backend administration and critical line of business functions. Successes have included strategic recruiting, data capture operations, and HR Information Systems. All of these areas benefited from the sharing of knowledge and the technology developed by merging multiple centers of expertise. He is currently serving as an advisory member for Oklahoma State University, and has participated as a Member of OSU's "PEW Higher Education Roundtable to Enhance the Vision and Strategic Planning of Oklahoma State University" Thomas Jones is a Consultant with IBM's Business Consulting Services. Current responsibilities include infrastructure design and management of Electronic Document Management Systems for a range of client companies. In addition, Thomas designs and manages commercial and educational Websites and corporate groupware. His Internet background includes Internet consulting and web programming for retail businesses and a variety of vineyards and wineries, as well as Oklahoma State University. Projects have included collaboration applications, Business-to-Business e-Commerce and internal corporate KM solutions. Past and present customers: British Petroleum, EDS, The Williams Companies, Phillips Petroleum, Nuyaka Creek Winery, Tidal School Vineyards, Oklahoma State University, Williams Energy, Fleming Foods, PricewaterhouseCoopers, Accenture, Pressmark Companies and others.