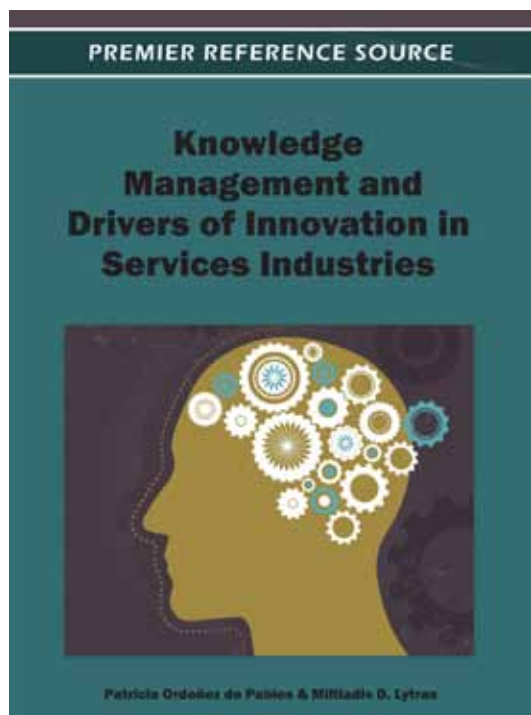


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## Knowledge Management and Drivers of Innovation in Services Industries



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Patricia Ordoñez de Pablos (University of Oviedo, Spain) and Miltiadis D. Lytras (The American College of Greece, Greece)

Knowledge Management is concerned with all aspects of eliciting, acquiring, modelling, and managing knowledge. Application of knowledge resources successfully helps the organization to deliver creative products and services. Especially in service business, service job experience and information about the customer, as well as the installed site equipment, are key factors to deliver services efficiently and with high quality. In many cases supporting information is stored in different backend systems and it needs to be retrieved, aggregated, and presented on demand.

**Knowledge Management and Drivers of Innovation in Services Industries** provides a comprehensive collection of knowledge from experts within the Information and Knowledge Management field. Outlining areas on Knowledge Management, Innovation, Information Technologies and Systems, and Services Industry, this book provides insight for academic professors, policymakers, and students alike.

### Topics Covered:

- Best practices and experiences in KM
- E-government and public administration
- Knowledge creation and capture in the service industry
- Knowledge engineering
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- Knowledge management and risk management
- Knowledge representation in the service industry
- Knowledge retention in the service industry
- Knowledge sharing in the service industry
- Theory of knowledge
- Tools and technology for knowledge management

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**Patricia Ordoñez de Pablos** is a Professor in the Department of Business Administration in the Faculty of Economics of the University of Oviedo, Spain. She received her PhD from The University of Oviedo (Best PhD Award, 2001) and completed her education in the London School of Economics (UK) (International Business Strategy, Econometrics). Her teaching and research interests focus on the areas of strategic management, knowledge management, intellectual capital, human resources management, and Asia. She serves as Editor in Chief of the *International Journal of Asian Business and Information Management*, Associate Editor of *Behaviour and Information Technology* and Executive Editor of the *International Journal of Learning and Intellectual*. From 2008-2010, she served as Editor in Chief of *International Journal of Chinese Culture and Management*.



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