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Knowledge Management and Drivers of Innovation in Services Industries

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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
• Knowledge evaluation in the service industry
• 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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