



The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition)

Amrit Tiwana

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The Knowledge Management Toolkit, Second Edition walks step by step through the development of a state-of-the-art Knowledge Management Platform. Thoroughly revised to reflect the latest technologies and best practices, it offers the most complete, results-driven roadmap for building KM systems that leverage existing infrastructure and knowledge. Utilizing practical checklists and diagrams, Amrit Tiwana introduces advanced techniques for planning, design, development, deployment, and management. Major updates include: revamped strategy coverage; breakthrough methods for calculating ROI; in-depth coverage of knowledge platforms and digital P2P networks; many new case studies; and an extensive set of analysis tools on CD-ROM.

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