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# New Book



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## Knowledge Management Systems Implementation

Lessons from the Silicon Valley

Hind Benbya

This book brings together the results of several years of analysis of KMS implementations and the experience of several Silicon Valley firms to provide a comprehensive and methodological approach to KMS implementations. This approach can be used as a guide to key strategic, technical, and economic aspects of KMS implementation as it presents step-by-step the key decisions required by organizations moving to KMS, and consider the processes by which these decisions can be taken. The intention is to equip current and future managers with some of the knowledge and practical skills to help them steer their organizations towards KM. These include not only how to deal with knowledge-related problems and select an appropriate KMS, but also how to implement it effectively, including associated organizational, technological, and strategic decisions the organization faces. This book also goes beyond the implementation process and suggests how to deal with KMS along the maturity process and how to assess and measure the results achieved from KMS. These issues are illustrated in a series of case studies, along with lessons learned from leading organizations in the Silicon Valley, including Hewlett Packard, Cisco, Intel, IBM, and Wilson Sonsini Goodrich and Rosati, among others.

### Key Features

- Provides a step by step guide to the main difficulties facing managers with KMS implementation such as:
  - how to assess knowledge gaps and define knowledge-related problems
  - how to carry out a KM audit and develop a roadmap for KMS implementation
  - how to select an appropriate KMS solution
- Integrates techniques for effectively implementing KMS. The techniques used in this book have been employed in a wide variety of KMS implementations around the world, in different industries, and with organizations of different sizes
- Enables managers to improve their KMS implementations and identify key future issues
- Illustrates the issues with case studies from leading organizations in the Silicon Valley

### The Author

Hind Benbya is an Associate Professor of Technology Management at GSCM-Montpellier Business School and Visiting Scholar at the UCLA Anderson School of Management.

### Readership

Written for managers dealing with KMS implementations, this book is also an excellent support for business and students or in programs with modules on KM and KM technologies.

Paperback: £39.95

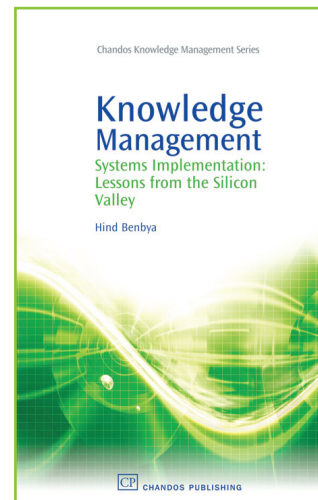
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### Contents

- Part 1: KMS Essentials** – why KMS?; KMS foundations and taxonomy
- Part 2: KMS Audit** – KMS diagnosis and strategy selection; selecting a knowledge management solution: lessons from Intel
- Part 3: KMS implementation** – structuring knowledge in KMS lessons from Cisco; defining KMS incentives and motivation schemes: lessons from HP
- Part 4: KMS performance assessment** – why KMS performance assessment; lessons from WSGR; KM measurement in evolutionary contexts: lessons learned from IBM Community Measures assessment
- Part 5: KMS maturity and effectiveness management** – KMS maturity management; KMS effectiveness survey results

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