



Knowledge Management: The Catalyst for Electronic Government

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Build a Solid Foundation of Knowledge Management Concepts and Theories

Knowledge Management: The Catalyst for Electronic Government applies new methods from the private sector to the unique objectives of the public sector. With detailed case studies of applications in federal agencies, this invaluable new volume briefs you on the exciting potential of knowledge management to create a more efficient, responsive government - and identifies the critical factors for successful implementation.

You'll get an overview of knowledge management - and learn how the fundamentals apply to the public sector. You'll discover the tools, technologies, and professional support services available for implementation. From both corporate and government leaders, you'll learn about best practices in this promising new discipline. Finally, you'll learn how to avoid common pitfalls from the experiences of early adopters in the federal government.

You'll Learn About: * Why knowledge management is the driving force behind electronic government * How to assess whether your organization is ready for a knowledge management environment * Differences in roles and functions between knowledge management and information technology * Staff functions needed for a knowledge management environment * Key issues involved in managing knowledge embedded in documents * The role of the Chief Knowledge Officer * How to apply a methodology for financially justifying knowledge management initiatives * Why communities of practice are essential * How to merge customer relationship management and knowledge management

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