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Sinopsis

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This book follows on from Elayne Coakes'previous book in the CSCW series, The New SocioTech (published April 2000). Whereas that book gave a broad introduction to the re-emerging area of sociotechnical design, this one applies these principles specifically to the area of Knowledge Management (KM). KM has been a key tool in ensuring that people and technology work together to optimum effect within organisations for many years, but recent studies have called for a more systemic approach to the topic. This book examines that problem via sociotechnical principles which have recently re-emerged as one of the most widely used approaches to information systems and organisational design. Including contributions from academics and practitioners, this book looks at key aspects of the field such as:- Knowledge management strategy formulation- Knowledge requirements- Case studies from corporate learning environments and industryIt will be of interest to practitioners, researchers, and managers who are involved in any aspect of information systems/sociotechnical design or knowledge management. It will also useful for advanced students on information systems or related courses.