Assistant Executive Editor: Meg Stocking
Acquisitions Editor: Kristin Klinger
Development Editor: Kristin Roth
Senior Managing Editor: Jennifer Neidig
Managing Editor: Sara Reed
Typesetter: Amanda Appicello
Cover Design: Lisa Tosheff
Printed at: Yurchak Printing Inc.

Published in the United States of America by
Information Science Reference (an imprint of IGI Global)
701 E. Chocolate Avenue, Suite 200
Hershey PA 17033
Tel: 717-533-8845
Fax: 717-533-8661
E-mail: cust@igi-pub.com
Web site: http://www.igi-pub.com/reference

and in the United Kingdom by
Information Science Reference (an imprint of IGI Global)
3 Henrietta Street
Covent Garden
London WC2E 8LU
Tel: 44 20 7240 0856
Fax: 44 20 7379 0609
Web site: http://www.eurospanonline.com

Library of Congress Cataloging-in-Publication Data
Knowledge management: concepts, methodologies, tools and applications / Murray Jennex, editor.
p. cm.
Summary: "This is the defining reference source for all theories, concepts, and methodologies within the KM discipline. It includes chapters on Implementing KM in Organizations; KM Systems Acceptance; KM Communication; Knowledge Representation; Knowledge Sharing; KM Success Models; Knowledge Ontology; and Operational KM, and provides libraries with the defining reference to the field"--Provided by publisher.
Includes bibliographical references and index.
658.4'038--dc22
2007027566
Copyright © 2008 by IGI Global. All rights reserved. No part of this publication may be reproduced, stored or distributed in any form or by any means, electronic or mechanical, including photocopying, without written permission from the publisher.

Product or company names used in this set are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark.

British Cataloguing in Publication Data
A Cataloguing in Publication record for this book is available from the British Library.