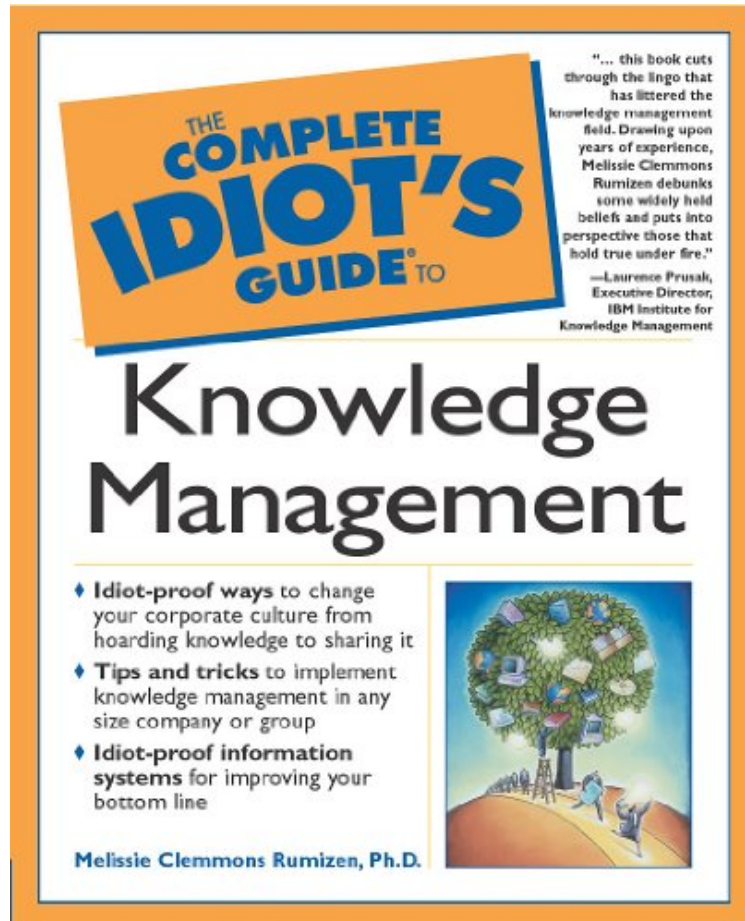


The Complete Idiot's Guide to Knowledge Management

Melissie Clemmons Rumizen

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Melissie Clemmons Rumizen : The Complete Idiot's Guide to Knowledge Management before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Complete Idiot's Guide to Knowledge Management:

3 of 3 people found the following review helpful. Book review from a KM professional By Robert A. Dalton This is my review of "The Complete Idiot's Guide to Knowledge Management" book, copyright 2002, authored by Dr. Melissie Clemmons Rumizen (ISBN: 0-02-864177-9). I am usually highly skeptical of any book having "idiot's guide" in the title, especially meant for technical fields, but after reading another member's post about this book I decided to order it and give it a read. This book has the following chapters/sections:

1. Exploring the Oxymoron a. What's in a name b. More models than a car show c. What's a chief knowledge officer? d. Knowledge Management success stories
2. Getting started a. Developing a strategy b. Start small c. Building the infrastructure. d. Communities of Practice-The killer application e. Strategic choices for connecting people to people f. More connection choices
3. Can't live with IT; Can't live without IT a. Why your CIO has grey hair b. Nets' net, nets c. Between you and me with collaborative tools d. Finding the information you need
4. The showstopper of culture a. Culture is you, me and everybody else b. Working with organizational culture c. Manage the change d. Spreading the word far and wide
5. Keeping score a. You

get what you measure b. Developing measures c. A sampler of measurement approaches d. Measuring intellectual capital

6. Settling in for the long haul a. Where did we go wrong? b. Moving to the big time c. Lagniappe: The thirteenth Doughnut

This book, as for all idiot guides, is primarily oriented toward beginning to intermediate practitioners, although its plain English approach makes it a good reference addition to even expert skill level personnel. It does a pretty good job of covering the basics every KM professional needs to know, especially those new to the field.

Strong points of the book:

1. Good general reference for the new CKO/KMO.
2. How to deal with organizational culture and marketing.
3. How to measure success or failure of your KM efforts.
4. Helps you to better understand your proper relationship with the CIO/IT.
5. Helps you to put together your initial organizational strategy.
6. Excellent coverage of communities of practice.
7. Discusses change management an often neglected topic in KM.
8. Addresses the danger of focusing primarily on technology to solve KM problems within an organization.

Weak points of the book:

1. Needs a chapter on knowledge transfer. This essential is glossed over in its present form.
2. A little too general. Often weak on actual specific techniques and methods you can use.
3. Needs to be updated. The KM profession and technologies has continued to evolve since the book was first published in 2002.
4. Doesn't cover Wiki or other online collaborative technologies beyond communities of practice.

Summary: Despite my initial skepticism I found myself liking this book and recommend it to my fellow KM professionals as one of your primary desk references.

Background on myself: I am a military KM professional who has worked this field from 2005 to present and has certifications from KMI, KMPro and the U.S. Army. I created and facilitated the DOD KMNet Community of Practice from 2007-2009 (a community of practice for all military KM professionals).

0 of 0 people found the following review helpful. Great Resource

By Fred Fanning

An extremely good book on knowledge management. This book has it all. It is a single source of information. I learned a lot from it.

1 of 1 people found the following review helpful. It is still a recommended starting point for today

By J. McDonald

This is a timeless classic of Knowledge Management. It is still a recommended starting point for today. Sadly, I believe the author has passed away, but she has left quite the legacy in this book.

You're no idiot, of course. You know that knowledge is power. However, teamwork is the key in today's new corporate economy, and keeping things to yourself won't benefit you or your company. But you don't have to reinvent the wheel! 'The Complete Idiot's Guide to Knowledge Management' will show you exactly how to share information among your peers to help your company achieve greater success! In this 'Complete Idiot's Guide', you get:

- Basic knowledge management models and concepts.
- Step-by-step instructions on implementing the concept within your company and group.
- Strategies for knowledge sharing.
- The fundamentals of trying a pilot program.
- How information technology relates to knowledge management.
- The importance of culture in the program.

About the Author

Melissie Clemmons Rumizen, Ph.D., is Knowledge Strategist at Buckman Labs, hailed as one of the top examples of knowledge management implementation in the United States. She also developed and maintains the award-winning Buckman Laboratories Web site on knowledge management (www.knowledge-nurture.com). She has 20 years' experience as a linguist and benchmarking and KM specialist with the U.S. Army and National Security Agency. She joined Buckman Labs in 1997.