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Organizations are showing a remarkable interest in realizing knowledge management technologies and processes to adopt knowledge management as part of their overall strategy. However, even with the current advancement in technology, few organizations are entirely capable of developing critical organizational knowledge to achieve improved performance. Technological Innovations in Knowledge Management and Decision Support is a vital research publication that examines different knowledge management areas for organizational competitiveness, survival, and effectiveness. It also provides cutting-edge research techniques in related optimization methods and other automated techniques in real-world processes. Featuring a broad range of topics such as enterprise resource planning, neural networks, and image segmentation, this book is a critical resource for managers, IT specialists, healthcare and social sciences professio-

nals, engineers, academicians, and researchers seeking research on effective knowledge management systems.

In this book, we present a collection of papers around the topic of Agent-Mediated Knowledge Management. Most of the papers are extended and - provedversions of work presented at the symposium on Agent-Mediated Knowledge Management held during the AAAI Spring Symposia Series in March 2003 at Stanford University. The aim of the Agent-Mediated Knowledge Management symposium was to bring together researchers and practitioners of the ?elds of KM and agent te- nologiestodiscussthebene?ts,- possibilitiesandadded-valueofcross-fertilization. Knowledge Management (KM) has been a predominant trend in business in recent years. Not only is Knowledge Management an important ?eld of applicationfor Alandrelatedtechniques,- suchasCBRtechnologyforintelligent lessons-learned systems, it also provides new challenges to the AI community, like, for example, context-aware knowl-

edge delivery. Scaling up research prototypes to real-world solutions usually require an application-driven integration of several basic technologies, e.g., ontologies for knowledge sharing and reuse, collaboration support like CSCW systems, and personalized information services. Typical characteristics to be dealt with in such an integration are: - manifold, logically and physically dispersed actors and knowledge sources, - different degrees of formalization of knowledge, - different kinds of (Web-based) services and (legacy) systems, - conflicts between local (individual) and global (group or organizational) goals.

Provides a collection of authoritative articles from distinguished international researchers in information technology and Web engineering.

Knowledge management has always been about the process of creating, sharing, using, and applying knowledge within and between organizations. Before the advent of information systems, knowledge management processes were manual or offline. However, the emergence and eventual evolution of information systems created the possibility for the gradual but slow automation of knowledge management processes. These digital technologies enable data capture, data storage, data mining, data analytics, and data visualization. The value provided by such technologies is enhanced and distributed to organizations as well as customers using the digital technologies that enable interconnectivity. Today, the fine line between the technologies enabling the technology-driven external pressures and data-driven internal organizational pressures is blurred. Therefore, how technologies are combined to facilitate knowledge management processes is becoming less standardized. This results in the question of

how the current advancement in digital technologies affects knowledge management processes both within and outside organizations. Digital Technology Advancements in Knowledge Management addresses how various new and emerging digital technologies can support knowledge management processes within organizations or outside organizations. Case studies and practical tips based on research on the emerging possibilities for knowledge management using these technologies is discussed within the chapters of this book. It both builds on the available literature in the field of knowledge management while providing for further research opportunities in this dynamic field. This book highlights topics such as human-robot interaction, big data analytics, software development, keyword extraction, and artificial intelligence and is ideal for technology developers, academics, researchers, managers, practitioners, stakeholders, and students who are interested in the adoption and implementation of new digital technologies for knowledge creation, sharing, aggregation, and storage.

This book reports on innovative concepts and practical solutions at the intersection between engineering design, engineering production and industrial management. It covers cutting-edge design, modeling and control of dynamic and multiphysics systems, knowledge management systems in industry 4.0, cyber-physical production systems, additive and sustainable manufacturing and many other related topics. The original, carefully selected, peer-reviewed chapters highlight collaborative works between different countries and between industry and universities, thus offering a timely snapshot for the research and industrial communities alike, as well as a

bridge to facilitate communication and collaboration.

Organizational Learning and Knowledge: Concepts, Methodologies, Tools and Applications demonstrates exhaustively the many applications, issues, and techniques applied to the science of recording, categorizing, using and learning from the experiences and expertise acquired by the modern organization. A much needed collection, this multi-volume reference presents the theoretical foundations, research results, practical case studies, and future trends to both inform the decisions facing today's organizations and the establish fruitful organizational practices for the future. Practitioners, researchers, and academics involved in leading organizations of all types will find useful, grounded resources for navigating the ever-changing organizational landscape.

Model-Driven Architecture (MDA) is an initiative proposed by the Object Management Group (OMG) for platform-generic software development. MDA separates the specification of system functionality from the implementation on a specific platform. It is aimed at making software assets more resilient to changes caused by emerging technologies. While stressing the importance of modeling, the MDA initiative covers a wide spectrum of research areas. Further efforts are required to bring them into a coherent approach based on open standards and supported by matured tools and techniques. This volume contains these selected papers of two workshops on "Model-Driven Architecture - Foundations and Applications" (MDA-FA): MDAFA 2003 held at the University of Twente, Twente, The Netherlands, June 26-27, 2003, and MDAFA 2004 held at Linköping University, Linköping, Sweden, June 10-11, 2004. The goal of the workshops was to understand the founda-

tions of MDA, to share experience in applying MDA techniques and tools, and to outline future research directions. The workshops organizers encouraged authors of accepted papers to re-submit their papers to a post-workshop reviewing process; 15 of these papers were accepted to appear in this volume on MDA. This book contains the papers presented at the 4th International Conference on Practical Aspects of Knowledge Management organized by the Department of Knowledge Management, Institute of Informatics and Business Informatics, University of Vienna. The event took place on 2002, December 2-3 in Vienna, Austria. The PAKM conference series is a forum for people to share their views, to exchange ideas, to develop new insights, and to envision completely new kinds of solutions to knowledge management problems, because to succeed in the accelerating pace of the "Internet age," organizations will be obliged to efficiently leverage their most valuable and under-leveraged resource: the intellectual capital of their highly educated, skilled, and experienced employees. Thus next-generation business solutions must be focussed on supporting the creation of value by adding knowledge-rich components as integral parts in the work process. The authors, who work at the leading edge of knowledge management, have pursued integrated approaches which consider both the technological side, and the business side, and the organizational and cultural issues. We hope the papers, covering a broad range of knowledge management topics, will be valuable, at the same extent, for researchers and practitioners developing knowledge management approaches and applications. It was a real joy seeing the visibility of the conference increase and noting that knowledge management

researchers and practitioners from all over the world submitted papers. This year, 90 papers and case studies were submitted, from which 55 were accepted.

Welcome to the European Conference on Software Architecture (ECSA), which is the premier European software engineering conference. ECSA provides researchers and practitioners with a platform to present and discuss the most recent, innovative, and significant findings and experiences in the field of software architecture research and practice. The fourth edition of ECSA was built upon a history of a successful series of European workshops on software architecture held from 2004 through 2006 and a series of European software architecture conferences from 2007 through 2009. The last ECSA was merged with the 8th Working IEEE/I-FIP Conference on Software Architecture (WICSA). Apart from the traditional technical program consisting of keynote talks, a main - search track, and a poster session, the scope of the ECSA 2010 was broadened to incorporate other tracks such as an industry track, doctoral symposium track, and a tool demonstration track. In addition, we also offered several workshops and tutorials on diverse topics related to software architecture. We received more than 100 submissions in the three main categories: full research and experience papers, emerging research papers, and research challenges papers. The conference attracted papers (co-)authored by researchers, practitioners, and academics from 30 countries (Algeria, Australia, Austria, Belgium, Brazil, Canada, Chile, China, Colombia, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, I- land, India, Ireland, Israel, Italy, The Netherlands, Poland, Portugal, Romania, Spain, Sweden, Switzer-

land, Tunisia, United Kingdom, United States).

While global sourcing has expanded dramatically in terms of activities, consistent challenges remain for organizations that choose such a business decision. These challenges include maximizing the opportunity afforded by globalization, fully realizing potential gains, and managing the risks inherent to global development. In addition, while companies continue to start or expand their use of global resources, little is being done to help project managers, business analysts, architects, and others succeed in this new environment. Built upon real-world experiences, *Managing Global Development Risk* provides the tools, techniques, and knowledge necessary to achieve project success with offshore resources. By reading and utilizing the templates within this book, you will acquire: Knowledge of project management principles and their application, Understanding of software development processes and their application, Insight into the diverse personalities within your global development team and the appropriate management and communications style to achieve success. Awareness of cultural issues and mannerisms that will enhance your ability to guide your team To fully realize the benefits of global development, a proper mix of local and offshore resources is essential. This book is an important tool that can help you gain the necessary competency and expand your skills in this critical area.

This book constitutes the thoroughly refereed joint post-proceedings of the 10th Conference of the Spanish Association for Artificial Intelligence, CAEPIA 2003, and the 5th Conference on Technology Transfer, TTIA 2003, held in San Sebastián, Spain, in November 2003. The 66 revised full papers presented to-

gether with one invited paper were carefully selected during two rounds of reviewing and improvement from an initial total of 214 submissions. The papers span the entire spectrum of artificial intelligence and advanced applications in various fields.

Software-intensive organizations cannot help but learn. A software organization that does not learn will not exist for long, because the software market is continuously on the move, because of new customer demands and needs, and because of new competitor products and services. Software organizations must adapt quickly to this ever-changing environment, and the capability to adapt is one of the most important aspects of learning. Smart organizations will attempt to predict future software demands, and develop a corresponding knowledge road map that identifies the capabilities needed over time in order to meet these demands. Organizational learning typically occurs when experienced organization members share their knowledge with colleagues, such that the organization as a whole can profit from the intellectual capital of its members. While knowledge is typically shared in an ad hoc fashion by means of direct, face-to-face communication, a learning software organization will want to ensure that this knowledge sharing occurs in a systematic way, enabling it whenever and wherever it is needed. Since 1999, the annual International Workshop on Learning Software Organizations (LSO) has provided a communication forum that brings together academia and industry to discuss the advancements in and to address the questions of continuous learning in software-intensive organizations. Building upon existing work on knowledge management and organizational learning, the workshop series promotes interdisciplinary approaches from

computer science and information systems, business, management and organization science as well as cognitive science.

Softcomputing techniques play a vital role in the industry. This book presents several important papers presented by some of the well-known scientists from all over the globe. The main techniques of soft computing presented include ant-colony optimization, artificial immune systems, artificial neural networks, Bayesian models. The book includes various examples and application domains such as bioinformatics, detection of phishing attacks, and fault detection of motors.

This book constitutes the thoroughly refereed post-conference proceedings of the Second International Joint Conference on Knowledge Discovery, Knowledge Engineering, and Knowledge Management, IC3K 2010, held in Valencia, Spain, in October 2010. This book includes revised and extended versions of a strict selection of the best papers presented at the conference; 26 revised full papers together with 2 invited lectures were carefully reviewed and selected from 369 submissions. According to the three covered conferences KDIR 2010, KEOD 2010, and KMIS 2010, the papers are organized in topical sections on knowledge discovery and information retrieval, knowledge engineering and ontology development, and on knowledge management and information sharing.

As the 21st century begins, we are faced with opportunities and challenges of available technology as well as pressured to create strategic and tactical plans for future technology. Worldwide, IT professionals are sharing and trading concepts and ideas for effective IT management, and this co-operation is what leads to solid IT management practices. This vol-

ume is a collection of papers that present IT management perspectives from professionals around the world. The papers seek to offer new ideas, refine old ones, and pose interesting scenarios to help the reader develop company-sensitive management strategies.

KM is an IT subject. Right? Wrong! Knowledge and its management is a prerogative of everyone. Since the magic of information transforming itself into knowledge which in turn becomes information at the next level, thus continuing the eternal cycle of knowledge quest has always fascinated people throughout the ages. This book is about celebrating knowledge for its own sake and emphasizing that unless it is shared, there would be no new knowledge. Also knowledge per se can never be costed or priced, it is only the process of acquiring it, storing it and disseminating it that can be expressed in economic terms. Knowledge is free and that is the way it has always been or will ever be. The book has evolved as the author went about understanding the esoteric concept of KM and sought to unravel what it really stood for.

**Key Features**

- v A comprehensive look at KM as a subject.
- v First of its kind - a resource book on KM
- v Clear view of knowledge, the way of its creation and the manner of its management
- v Classical approach to KM
- v Modern approach to KM
- v KM models
- v KM tools and their application
- v The mystique of how information becomes knowledge
- v Data mining and data warehousing explained
- v KM and its application in the corporate sector
- v Case studies galore
- v Most comprehensive list of further readings, extensive group and individual exercises for students of KM

Provides comprehensive, in-depth coverage of all issues related to knowledge management, including conceptual,

methodological, technical, and managerial issues. Presents the opportunities, future challenges, and emerging trends related to this subject.

Data-intensive systems are software applications that process and generate Big Data. Data-intensive systems support the use of large amounts of data strategically and efficiently to provide intelligence. For example, examining industrial sensor data or business process data can enhance production, guide proactive improvements of development processes, or optimize supply chain systems. Designing data-intensive software systems is difficult because distribution of knowledge across stakeholders creates a symmetry of ignorance, because a shared vision of the future requires the development of new knowledge that extends and synthesizes existing knowledge. Knowledge Management in the Development of Data-Intensive Systems addresses new challenges arising from knowledge management in the development of data-intensive software systems. These challenges concern requirements, architectural design, detailed design, implementation and maintenance. The book covers the current state and future directions of knowledge management in development of data-intensive software systems. The book features both academic and industrial contributions which discuss the role software engineering can play for addressing challenges that confront developing, maintaining and evolving systems; data-intensive software systems of cloud and mobile services; and the scalability requirements they imply. The book features software engineering approaches that can efficiently deal with data-intensive systems as well as applications and use cases benefiting from data-intensive systems. Providing a comprehensive refer-

ence on the notion of data-intensive systems from a technical and non-technical perspective, the book focuses uniquely on software engineering and knowledge management in the design and maintenance of data-intensive systems. The book covers constructing, deploying, and maintaining high quality software products and software engineering in and for dynamic and flexible environments. This book provides a holistic guide for those who need to understand the impact of variability on all aspects of the software life cycle. It leverages practical experience and evidence to look ahead at the challenges faced by organizations in a fast-moving world with increasingly fast-changing customer requirements and expectations.

UML for Developing Knowledge Management Systems provides knowledge engineers the framework in which to identify types of knowledge and where this knowledge exists in an organization. It also shows ways in which to use a standard recognized notation to capture, or model, knowledge to be used in a knowledge management system (KMS). This volume This book provides solutions to manage information competently in order to increase its business usage. The information/knowledge business is a highly-dynamic evolving industry, and the novel methodologies and practices for the business information processing, as well as application of mathematical models to the business analytics and efficient management, are the most essential for the decision-making and further development of this field. Consequently, in this series subline first volume, the authors study challenges and opportunities, as well as embrace different aspects of business information processing for an efficient enterprise management. The authors cover also methods and tech-

niques, as well as strategies for the efficient business information processing for management. Besides, the authors analyse strategies for lowering business information/data loss, while improving customer satisfaction and maintenance levels. The major goal is to analyse the key aspects of managerial implications on the informational business on the continuous basis.

How can the Internet and world wide web improve my long-term competitive advantage? This book helps answer this question by providing a better understanding of the technologies, their potential applications and the ways they can be used to add value for customers, support new strategies, and improve existing operations. It is not just about e-commerce but the broader theme of e-business which affects products, business processes, strategies, and relationships with customers, suppliers, distributors and competitors. To cover future trends, the editors have collected papers from authors operating at the frontiers of the developments so the reader can more appreciate the directions in which these technologies are heading. The resulting 165 essays have been collated into ten sections, which have been grouped in three parts: key issues, applications areas and applications, tools and technologies. A business rarely makes radical changes but is constantly making adjustments to circumstances. Businesses must now adapt to the global implications of the Internet and world wide web. This book hopes to aid awareness of the implications so that the changes are managed wisely.

"This book offers disparate yet important perspectives of various information professionals pertaining to recruitment, retention and career development of indivi-

duals within organizations"--Provided by publisher.

New approaches are needed that could move us towards developing effective systems for problem solving and decision making, systems that can deal with complex and ill-structured situations, systems that can function in information rich environments, systems that can cope with imprecise information, systems that can rely on their knowledge and learn from experience - i.e. intelligent systems. One of the main efforts in intelligent systems development is focused on knowledge and information management which is regarded as the crucial issue in smart decision making support. The 13 Chapters of this book represent a sample of such effort. The overall aim of this book is to provide guidelines to develop tools for smart processing of knowledge and information. Still, the guide does not presume to give ultimate answers. Rather, it poses ideas and case studies to explore and the complexities and challenges of modern knowledge management issues. It also encourages its reader to become aware of the multifaceted interdisciplinary character of such issues. The premise of this book is that its reader will leave it with a heightened ability to think - in different ways - about developing, evaluating, and supporting intelligent knowledge and information management systems in real life based environment.

"This book provides fresh ideas on how IT and modern management can contribute to societal and economic objectives and the significant role of IT for global challenges and international collaboration"--Provided by publisher.

The refereed proceedings of the 7th International Conference on Case-Based Reasoning are presented in this volume.

Fifteen full research papers and eighteen poster papers are presented along with three invited talks. The papers address all aspects of case-based reasoning, featuring original theoretical research, applied research, and applications with practical, social, environmental, and economic significance.

This book goes to great depth concerning the fast growing topic of technologies and approaches of fuzzy logic in the Semantic Web. The topics of this book include fuzzy description logics and fuzzy ontologies, queries of fuzzy description logics and fuzzy ontology knowledge bases, extraction of fuzzy description logics and ontologies from fuzzy data models, storage of fuzzy ontology knowledge bases in fuzzy databases, fuzzy Semantic Web ontology mapping, and fuzzy rules and their interchange in the Semantic Web. The book aims to provide a single record of current research in the fuzzy knowledge representation and reasoning for the Semantic Web. The objective of the book is to provide the state of the art information to researchers, practitioners and graduate students of the Web intelligence and at the same time serve the knowledge and data engineering professional faced with non-traditional applications that make the application of conventional approaches difficult or impossible.

This book constitutes the refereed proceedings of the 26th International Conference on Conceptual Modeling, ER 2007. Coverage in the papers includes data warehousing and data mining, design methodologies and tools, information and database integration, information modeling concepts and ontologies, integrity constraints, logical foundations of conceptual modeling, patterns and conceptual meta-modeling, semi-structured data and XML, as well as Web informa-



tion systems and XML.

"This encyclopedia is a research reference work documenting the past, present, and possible future directions of knowledge management"--Provided by publisher.

"This book combines research on the cultural, technical, organizational, and human issues surrounding the creation, capture, transfer, and use of knowledge in today's organizations. Topics such as organizational memory, knowledge management in enterprises, enablers and inhibitors of knowledge sharing and transfer, and emerging technologies of knowledge management, offering information to practitioners and scholars in a variety of settings"--Provided by publisher.

This book constitutes the thoroughly refereed joint post-proceedings of the 10th Conference of the Spanish Association for Artificial Intelligence, CAEPIA 2003, and the 5th Conference on Technology Transfer, TTIA 2003, held in San Sebastian, Spain, in November 2003. The 66 revised full papers presented together with one invited paper were carefully selected during two rounds of reviewing and improvement from an initial total of 214 submissions. The papers span the entire spectrum of artificial intelligence and advanced applications in various fields.

This book contains the refereed proceedings of the 10th International Conference on Knowledge Management in Organizations, KMO 2015, held in Maribor, Slovenia, in August 2015. The theme of the conference was "Knowledge Management and Internet of Things." The KMO conference brings together researchers and developers from industry and academia to discuss how knowledge management using big data can improve innovation and competitiveness. The 59

contributions accepted for KMO 2015 were selected from 163 submissions and are organized in topical sections on: knowledge management processes, successful knowledge sharing and knowledge management practices, innovations for competitiveness, knowledge management platforms and tools, social networks and mining techniques, knowledge management and the Internet of Things, knowledge management in health care, and knowledge management in education and research.

"This book captures an in-depth knowledge base on the most current and useful concepts, applications, and processes relevant to the successful management of knowledge assets"--Provided by publisher.

New approaches are needed that could move us towards developing effective applicable intelligent systems for problem solving and decision making, One of the main efforts in intelligent systems development is focused on knowledge and information management which is regarded as the crucial issue in smart decision making support. The 14 Chapters of this book represent a sample of such effort. The overall aim of this book is to provide guidelines to develop tools for smart processing of knowledge and information. Still, the guide does not presume to give ultimate answers. Rather, it poses ideas and case studies to explore the complexities and challenges of modern knowledge management issues. It also encourages its reader to become aware of the multifaceted interdisciplinary character of such issues. The premise of this book is that its reader will leave it with a heightened ability to think - in different ways - about developing, evaluating, and supporting intelligent knowledge and information management systems in real

life based environment.

Includes articles in topic areas such as autonomic computing, operating system architectures, and open source software technologies and applications.

In the last decades information modelling and knowledge bases have become hot topics not only in academic communities related to information systems and computer science, but also in business areas where information technology is applied. This book includes papers submitted to the 17th European-Japanese Conference on Information Modelling and Knowledge Bases (EJC 2007). The EJC conferences constitute a worldwide research forum for the exchange of scientific results and experiences achieved in computer science and other related disciplines using innovative methods and progressive approaches. In this way a platform has been established drawing together researches as well as practitioners dealing with information modelling and knowledge bases. Thus the main topics of the EJC conferences target the variety of themes in the domain of information modelling, conceptual analysis, design and specification of information systems, ontologies, software engineering, knowledge and process management, data and knowledge bases. The organizers also aim at applying new progressive theories. To this end, much attention is being paid also to theoretical disciplines including cognitive science, artificial intelligence, logic, linguistics and analytical philosophy. The selected papers cover many areas of information modelling, namely theory of concepts, database semantics, knowledge representation, software engineering, WWW information management, context-based information retrieval, ontological technology, image databases, temporal and spatial databases, document data manage-

ment, process management, and many others.

The global shift toward delivering services online requires organizations to evolve from using traditional paper files and storage to more modern electronic methods. There has however been very little information on just how to navigate this change-until now. Implementing Electronic Document and Record Management Systems explains how to efficiently store and access electronic documents and records in a manner that allows quick and efficient access to information so an organization may meet the needs of its clients. The book addresses a host of issues related to electronic document and records management systems (EDRMS). From starting the project to systems administration, it details every aspect in relation to implementation and management processes. The text also explains managing cultural changes and business process re-engineering that organizations undergo as they switch from paper-based records to electronic documents. It offers case studies that examine how various organizations across the globe have implemented EDRMS. While the task of creating and employing an EDRMS may seem daunting at best, Implementing Electronic Document and Record Management Systems is the resource that can provide you with the direction and guidance you need to make the transition as seamless as possible.

M.A. BRAMER University of Portsmouth, UK This volume comprises the refereed technical papers presented at ES200 I, the Twenty-first SGES International Conference on Knowledge Based Systems and Applied Artificial Intelligence, held in Cambridge in December 200 I, together with an invited keynote paper by Profes-

sor Derek Sleeman. The conference was organised by SGES, the British Computer Society Specialist Group on Knowledge Based Systems and Applied Artificial Intelligence. The papers in this volume present new and innovative developments in the field, divided into sections on Machine Learning, Constraint Satisfaction, Agents, Knowledge Representation, Knowledge Engineering, and Intelligent Systems. The refereed papers begin with a paper entitled 'Detecting Mismatches Among Experts' Ontologies Acquired Through Knowledge Elicitation', which describes a systematic approach to the analysis of discrepancies within and among experts' ontologies. This paper was judged to be the best refereed technical paper submitted to the conference. The remaining papers are devoted to topics in important areas such as agents, knowledge engineering, knowledge representation, planning and constraint satisfaction, with machine learning again the largest topic covered in terms of the number of papers accepted for publication. This is the eighteenth volume in the Research and Development series. The Application Stream papers are published as a companion volume under the title Applications and Innovations in Intelligent Systems IX.

SEAFOOD 2009: Enabling Global Partnerships to Deliver on Business Needs Companies have been outsourcing areas of software development work for many years, either because of the engineering challenges or because the outsourced aspect is not central to their core business. A profound transformation has been affecting this model over recent years: a massive transfer of development - tivities from the USA and Europe to a skilled labor force in service-providing countries. This transformation has been driven by the demands of a global bu-

ness climate seeking to increase the value delivery of IT investment. However, the ability to realize this value can prove problematic in practice. Of particular concern are the hidden costs of globally distributed models of working, such as understanding and communicating the true business needs across organizational and cultural boundaries. To address such issues, offshore outsourcing requires different support from in-house development and this means adapting familiar techniques, processes and tools to this setting, as well as perhaps creating innovative new ones. Coupled with this industry transformation there is hence a pressing need to re-examine those software engineering approaches that either facilitate or impede this model of working. With an inevitable focus on the economy in 2009, business decisions regarding the sourcing of software development projects will come under close scrutiny. It will become increasingly critical to design global partnerships that both clarify cost/benefits and enable delivery on business needs.

The world is moving into a new era of the knowledge economy. In the past decade, the significance of developing knowledge has grown to a level where it is now dominating other socio-economic factors. Systems Approaches to Knowledge Management, Transfer, and Resource Development provides a new view of knowledge management through the lens of systems approach, which looks at each part of the knowledge management system as a section of the full overview. This cutting-edge resource will be essential for academicians, scientists, practitioners, and industry professionals as all of these individuals work toward a new understanding of knowledge and information management practices in the 21st century.