
Contents

PREFACE	vii
INTRODUCTION	xi
CHAPTER 1. INFORMATION SYSTEMS AND DIGITAL TECHNOLOGY	1
1.1. The concept of information systems	1
1.2. History of the concept of information systems	5
1.2.1. The centralized processing stage (1950s–1960s)	5
1.2.2. The data decentralization stage (1970s–1990s)	6
1.2.3. The interoperability and standardization stage (1990s)	6
1.2.4. The universality and globalization stage (2000 onward)	7
1.3. What is “digital” technology?	9
1.4. Information systems and digital technology for business	11
1.5. Key points	15
CHAPTER 2. KNOWLEDGE MANAGEMENT	17
2.1. Historical overview	18
2.2. Knowledge Management: two dominant approaches	20
2.2.1. The technological approach	21
2.2.2. The managerial and sociotechnical approach to KM	22
2.3. Specific management principles for KM.	23
2.3.1. Definition of Knowledge Management	24
2.3.2. The organizational context	24
2.3.3. The vision	26
2.3.4. Guiding principles	27
2.3.5. <i>Ad hoc</i> infrastructures	28
2.3.6. Generic KM processes	31
2.3.7. Methods and tools for KM	34

2.4. A model for general knowledge management within the enterprise (MGKME)	36
2.4.1. Description of the MGKME	36
2.4.2. State indicators for knowledge management systems.	40
2.5. Conclusions.	42
2.6. Key points	43
CHAPTER 3. THE ENTERPRISE'S INFORMATION AND KNOWLEDGE SYSTEM (EIKS)	45
3.1. Basic theories.	45
3.1.1. Three fundamental postulates.	45
3.1.2. Creation of individual and tacit knowledge	47
3.1.3. Commensurability of interpretative frameworks	50
3.1.4. Conditions in which knowledge can be assimilated to an object	50
3.2. The enterprise's information and knowledge system	52
3.3. A knowledge system is not a knowledge-based system	54
3.4. Evolution of an EIKS	59
3.5. Representative example of an EIKS	59
3.5.1. Presentation of the context	60
3.5.2. EIKS in this context	61
3.6. Key points	63
CONCLUSIONS AND PERSPECTIVES	65
APPENDIX. SEVEN GOLDEN RULES FOR SUCCESSFUL KNOWLEDGE MANAGEMENT.	69
BIBLIOGRAPHY	75
INDEX	83