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7th International Conference on Knowledge Management in Organizations: Service and Cloud Computing

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Preface

Knowledge is increasingly recognised as the most important resource in organisations and a key differentiating factor in business today. It is increasingly being acknowledged that Knowledge Management (KM) can bring about the much needed innovation and improved business performance in organisations. The service sector now dominates the economies of the developed world. Service innovation is fast becoming the key driver of socio-economic, academic and commercial research attention. Knowledge Management plays a crucial role in the development of sustainable competitive advantage through innovation in services. There is tremendous opportunity to realise business value from service innovation by using the knowledge about services to develop and deliver new information services and business services.

Although there are several perspectives on KM, they all share the same core components, namely: People, Processes and Technology. Organisations of all sizes across nearly every industry are seeking new ways to address their knowledge management requirements. Cloud computing offers many solutions to the problems facing KM implementation. Cloud computing is an emerging technology that can provide users with all kinds of scalable services, such as channels, tools, applications, social support for users' personal knowledge amplification, personal knowledge use/reuse, and personal knowledge sharing.

The seventh International Conference on Knowledge Management in Organizations (KMO) offers researchers and developers from industry and the academic world to report on the latest scientific and technical advances on knowledge management in organisations. It provides an international forum for authors to present and discuss research focused on the role of knowledge management for innovative services in industries, to shed light on recent advances in cloud computing for KM as well as to identify future directions for researching the role of knowledge management in service innovation and how cloud computing can be used to address many of the issues currently facing KM in academia and industrial sectors. This conference provides papers that offer provocative, insightful, and novel ways of developing innovative systems through a better understanding of the role that knowledge management plays.

The KMO 2012 proceedings consist of 53 papers covering different aspects of knowledge management and service. Papers came from many different countries including Australia, Austria, Brazil, China, Chile, Colombia, Denmark, Finland, France, Gambia, India, Japan, Jordan, Netherlands, Malaysia, Malta, Mexico, Netherlands, New Zeland, Saudi Arabia, Spain, Slovakia, Slovenia, Taiwan, Turkey, United States of America and United Kingdom. We would like to thank our program committee, reviewers and authors for their contributions. Without their efforts, there would be no conference and proceedings.

Salamanca
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