

## *Book Review*

# **BUILDING THE KNOWLEDGE MANAGEMENT NETWORK**

**Cliff Figallo and Nancy Rhine, Wiley Dreamtech India (P) Ltd.,  
Delhi, 2002 (1st ed.) Page: 348, Rs. 329/-**

The first edition of *Building the Knowledge Management Network* by Cliff Figallo and Nancy Rhine is one of the very few attempts that deliver on all its promises of containing Best Practices, Tools and Techniques, that are contemporary, practical and reliable. It is easily, not only one of the best books on the subject, owing to its conversational and instructional style, but also a fairly complete collection of insights of learnings from many pioneering efforts of online communities and conversations that boardrooms can learn from.

The book has become more relevant today than ever before, as many organizations world over are now recognizing that the untapped knowledge of their members can be used to benefit every aspect of their business. From making faster and smarter decisions to improving products and efficiency. This book offers a clear cut road map to build a comprehensive knowledge management system for capturing the knowledge exchanged in conversations. So if your concerns are about how to use technology to make your organization a truly learning organization, this book is for you.

The book has been organized into four Parts. Part 1 provides the historical and organizational background that may help to deal with some of the most entrenched sources of resistance and hesitancy to change in the company and also help to formulate the appropriate business strategy for the tumultuous changes that you the called upon to build the knowledge networks. Part 2 explores the culture and technology of online networking, the challenges and strategies to create the knowledge dissemination conducive to online environment. Part 3 provides true life examples, best practices, and wise suggestions for implementing knowledge networks to fit into different circumstances, now and in the near future. The book is aptly wrapped up by musing on the future knowledge networks and online knowledge sharing, noting that the future is already here, but is being practiced by very few organizations.

What makes this book a real winner is the fact that the authors, on one hand offer unique and invaluable insights on Online knowledge management based on their decades of practical experience that most hard bred experts would also find an informative read, and at the same time they effectively manage to weave a web of content, instructive enough to serve as a step-by-step guidance for collecting, capturing and cataloging knowledge, something that can be used even by first timers and enthusiasts to design an effective knowledge network.

This pot purée of facts, strategies, experiences, checklist and instructions makes this book a must-read for every academic, professional, student, practitioner, and researcher, desirous of exploring the world of Knowledge Management beyond most basic conceptual models and actually aiming at ending up with some tangible results and a system that works.

**- Lavanya Rastogi**

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2.	<b>DSPSR. Center for Information Technology (D.CIT)</b> <i>(Accredited to DOEACC, Ministry of IT, Govt. of India, New Delhi)</i>  CCC  'O' Level  'A' Level	No academic background. Elementary knowledge of English is required  10+2  Undergraduate	Rs. 6000/-  Rs. 12,000/-  Rs. 20,000/-	6 Months Normal Track  1 year  1 year	30  30  30	Interview Conducted by D.CIT  Entrance Test Conducted by D.CIT  Entrance Test Conducted by D.CIT
3.	<b>Delhi School of Learning (DSeL)</b> <i>(Guru Jambheshwar University, Hisar)</i> BBA BCA BMC MBA MCA M. Sc. (Comp Sc) PGDCA MMC MIB  <i>(M. D. University, Ferozshik)</i> BBA (Industry Integrated) <i>(Sales and Marketing, Financial Services and Banking, Information Technology, Insurance, Entrepreneurship)</i>	10 + 2 or Equivalent  Graduate in Any Discipline  10 + 2 or Equivalent	<b>Details of Fee Structure is available on website</b>  <a href="http://www.dsel.shtr.org">www.dsel.shtr.org</a>	3 year 3 year 1 year 3 year 3 year 2 year 1 year 1 year 2 year  3 year	60 60 30 60 60 60 60 30 30 60	Admission in MBA and MCA is through entrance  Interview for various courses is conducted by DSeL  <i>Interview Structure available on website</i> <a href="http://www.dsel.shtr.org">www.dsel.shtr.org</a>

Corporate Office:

D-30 & 31, New Delhi South Extension (N.D.S.E.), Part-I,  
 New Delhi - 110049  
 Tel: 91-11-4654275/76 Fax: 91-11-4654277

E-mail: info@shtr.org

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