Foreword

Jim Lee

In the three decades since knowledge management has been identified, defined, acknowledged as a discipline, researched, and practiced worldwide, numerous books on the subject have emerged from both researchers and practitioners alike. In many cases, these books review the field of knowledge management through the lens of case studies, as a compilation of “tools,” or intended for a specific audience such as business practitioners. These types of targeted texts are useful when seeking a concise view on the topic of knowledge management. In the case of *A Research Agenda for Knowledge Management and Analytics*, however, a more holistic approach is taken to advance the state of understanding and application of knowledge management.

Edited by Jay Liebowitz, this book is truly an example of both collaboration as well as breadth and depth of topics. I’ve been fortunate to know Dr. Liebowitz since 2005 when we met where he spoke at a conference I attended. Regarding collaboration, Dr. Liebowitz has not only sought subject matter experts in their respective fields, but also he has brought together a global view of knowledge management with contributors from North and Latin America, Europe and Asia. While other books often provide only a single cultural perspective on the topic of knowledge management, *A Research Agenda for Knowledge Management and Analytics* is a compilation of both researcher and practitioner global perspectives to ensure the readers of the book will gain a wide range of insights from leading institutes, universities, and practicing thought leaders.

In my own work over 20 years as a knowledge management consultant and researcher, the topics in this book represent issues faced in the past as well as emerging topics that haven’t yet been fully fleshed out simply because they’re still evolving—all topics for which I and many others certainly could have used effectively had we the expertise provided in this book. Some key themes

addressed by the book: measuring the value of knowledge management via analytics; innovation; lessons learned; and views of knowledge management from information science, organizational, and technology perspectives, would have given me additional insights during my consulting engagements and research studies to business, public sector, and NGO clients around the world.

Readers should be aware, however, that this is not simply a book of retrospectives on topics that have in the past and continue to be of interest to knowledge management professionals. The drive to incorporate artificial intelligence and analytics solutions with knowledge management strategies and applications is clearly the next frontier for the domain. The intricateness of sense-making from human thought and explicit exposition of knowledge to proper interpretation by AI is not a trivial exercise. On this topic, the chapters devoted to AI represent critical research and understanding of the potential benefits and caveats of the intersection of machine learning and human interaction.

Anyone who wishes to elevate their knowledge—and application of knowledge management and analytics—would easily recognize many, if not all, of the names of the subject matter expert contributors. I can't emphasize enough the combination of diversity and expertise that makes this book stand out among the others in a knowledge management library. I look forward to adding it to mine!

Jim Lee

Former APQC Practice Leader of Knowledge Management Advisory Services