Preface

Over the years, a number of books have been written that examine the issues, trends, challenges, and opportunities for knowledge management. Some of these leading sources include, in chronological order:

- Liebowitz, J. (ed.) (1999), *The Handbook on Knowledge Management*, CRC Press.
- Holsapple, C. (ed.) (2003), *Handbook on Knowledge Management*, Volumes 1 and 2, Springer.
- Leidner, D. and I. Becerra-Fernandez (eds.) (2008), *Knowledge Management: An Evolutionary View*, M.E. Sharpe Publishers.
- Liebowitz, J. (ed.) (2012), *The Handbook on Knowledge Management: Collaboration and Social Networking*, 2nd edition, CRC Press.
- Liebowitz, J. (ed.) (2016), *Successes and Failures of Knowledge Management*, Morgan Kaufmann.
- Jennex, M. (ed.) (2020), *Current Issues and Trends in Knowledge Management, Discovery, and Transfer*, IGI Global.

In addition, as of January 2020 on Google Scholar, 105,000 publications appear with “knowledge management” in the title, 21,700 publications with “knowledge sharing” in the title, and 90,200 publications with “analytics” in the title. In terms of theses and dissertations, hundreds have already been published on knowledge management, knowledge sharing, and analytics. Also, there are over ten international journals that specialize in knowledge management alone.

So, the question is: Why do we need another book or publication that examines the current state-of-the-art and future research issues of knowledge management (and analytics)?

My personal view in answering this question lies in the very nature of what knowledge management is supposed to offer as a basic underlying principle—that is, to help integrate knowledge across disciplinary or functional lines. In other words, knowledge management should leverage knowledge both

internally and externally, and serve as the integrative mechanism for building bridges across isolated islands (or silos) of knowledge.

The challenge has been that KM, in today's world, really needs to leverage the key attributes offered by other fields, like analytics, AI (artificial intelligence), intuition-based decision making, blockchain, IoT (Internet of Things), etc., to provide a "synergistic" effect to improve decision making. Over the past 40 years since "knowledge management" was first coined, the field has advanced in applying additional rigor and science behind the art. However, by now, I would have expected almost every organization to be doing "knowledge management" without having to call it as such. That is, KM should already be part of the fabric of an organization. In many organizations worldwide, this still isn't the case and perhaps KM needs more of a symbiotic relationship with other important emerging fields, like analytics and AI as examples.

Thus, the focus of this book is to take a step back and look at the KM field in terms of how best to advance the current state-of-the-art which includes leveraging the knowledge gained from such fields as analytics and AI. In looking ahead over the next 3–5 years, we can carve out a research agenda for knowledge management and analytics to help new doctoral students, junior faculty, and young practitioners in the field further what we have now, in order to build a better tomorrow.

As we look towards the future, how can we improve the KM field? The chapters in this book highlight the various research gaps, issues, applications, challenges, and opportunities as related to KM. Certainly, we must continue to provide the necessary rigor to further support the KM discipline. In the spirit of KM and knowledge sharing, we must continue to borrow, adapt and leverage from other disciplines. And, as KM educators, we must continue to enhance our KM curricula to take advantage of the emerging technologies and methodologies today and tomorrow.

I am indebted to the leading worldwide contributors of this book who provide their keen insights in helping to shape this applied research agenda. I am especially grateful to Jim Lee who wrote the Foreword based on his many years of KM experience at APQC and beyond. I also express my deep gratitude to Rachel Downie, Sabrina Zaher, Claire Annals, and her other colleagues at colleagues at Edward Elgar Publishing for their Research Agenda series and reaching out to me for this particular volume. Of course, my students and colleagues have also been extremely helpful in allowing me to share, apply and leverage knowledge over my almost 40 years in academia. Finally, to answer my family's question, I believe this will be my last book!

Jay Liebowitz, D.Sc.
Washington, D.C.