

The starting idea of this book is the necessity of transparency which is more and more required by laws such as Sarbanes-Oxley and consequently the traceability of decision making which has to be explained by the way reasoning was conducted; it leads us to alter our work practices with assistance of computer softwares.

- tome 1 about knowledge at the core of the corporate assets aims to enlighten the importance of knowledge in the operation of the firm and demonstrates this fact by means of three main instances: manufacturing, production, sales and supplying; it shows which crucial roles are played by organization and corporate culture jointly with networking, team mind and collaborative work

- tome 2 provides users with methods to work up this knowledge in a dynamic way in order to satisfy in real time the needs of the workers and various stakeholders of the enterprise.

They show that to use with success tools offered by KM, we have to follow rigorous methods of reasoning which generally aim to reach a definite goal and verify that KM embeds three points of view:

- a technical one which is the field of documentation and computers specialists

- a business (content) one which ought to be the genuine care of the CKO with the help of interlocutors in each of the main departments of the company so as to supply users (processes actors) with pertinent knowledge

- an organizational one which is namely focused upon collaborative work and knowledge sharing: this may be the task of HR specialists.

As for creation and innovation, they must be the result of good combined performance of the three ones.