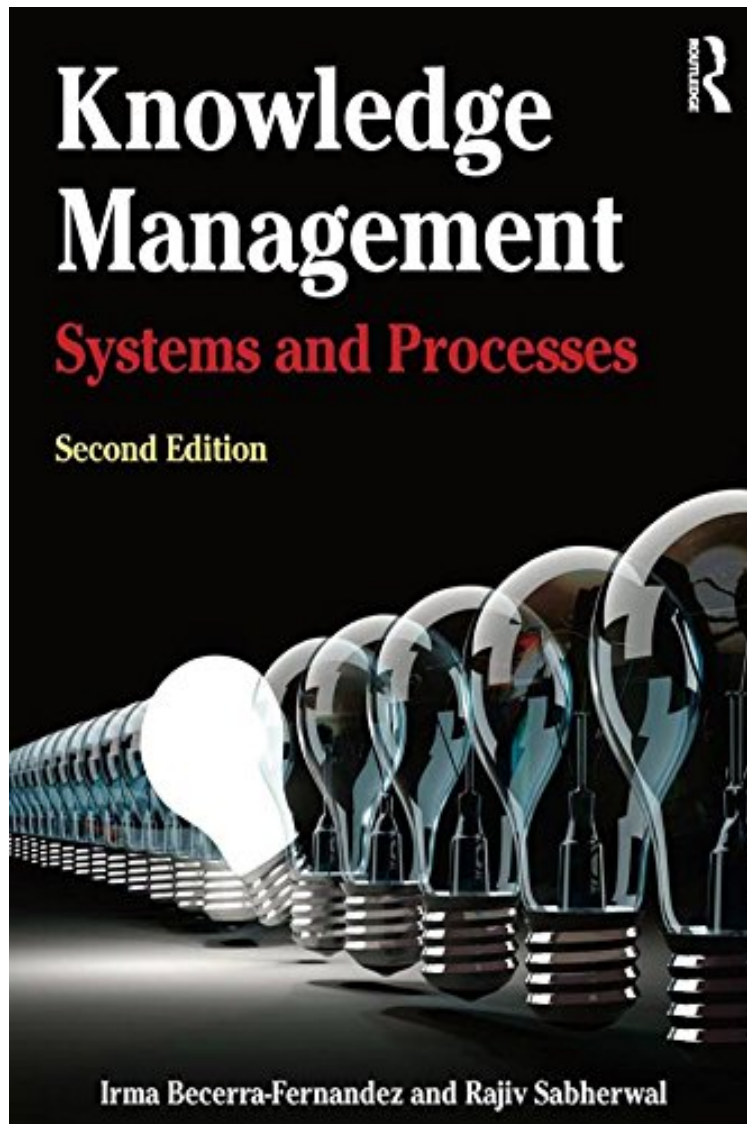


Knowledge Management: Systems and Processes

Irma Becerra-Fernandez, Rajiv Sabherwal

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Irma Becerra-Fernandez is the vice president for engagement and professor of management information systems at Florida International University, USA.
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