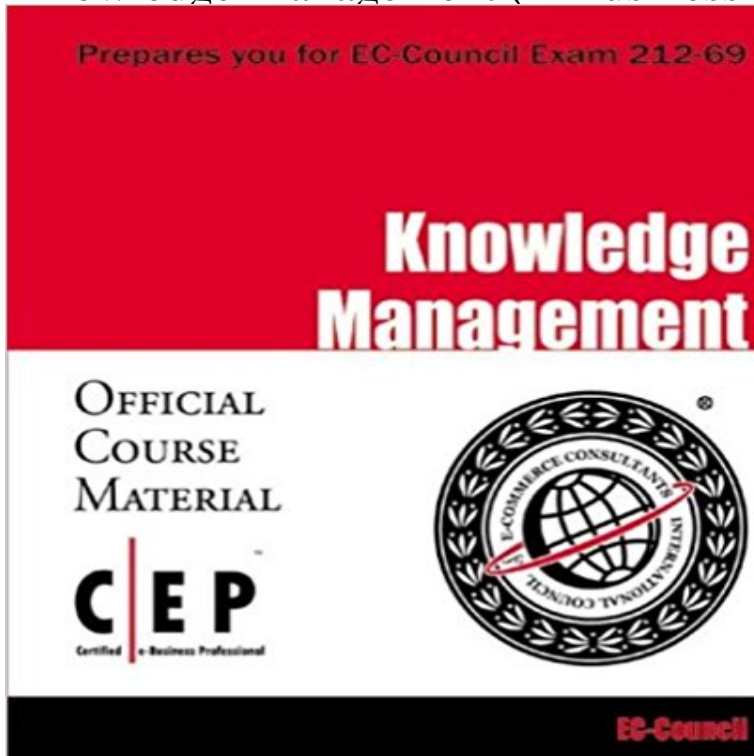


Knowledge Management (E-Business Certification)



Demonstrating the principles of knowledge management, this book shows how KM and CRM technologies work and how they impact the IT infrastructure. Concepts such as team building and goal setting are presented in the form of exercises that help e-commerce professionals create KM/CRM projects. Also addressed is how to align e-business strategy and technology choices. This book serves as a guide to passing the EC-Council Knowledge Management Exam 212-69.

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