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# Knowledge Management

Systems Implementation:  
Lessons from the Silicon  
Valley

Hind Benbya



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# Knowledge Management Systems Implementation

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# Knowledge Management Systems Implementation: Lessons from the Silicon Valley

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## **Case studies and lessons by contributors**

**Deborah Dunagan**, "KM measurement in evolutionary contexts: lessons learned from IBM Community Measures."

**Bruce Karney**, "Defining incentive programs in KM – lessons from HP."



**Doug Magic**, “Structuring knowledge in KMS – lessons from Cisco.”

**Charles Seeley**, “Selecting a knowledge management solution: lessons from Intel.”