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Knowledge management (KM) has been implemented in many organizations with impressive success; however, many KM initiatives fail due to a lack of understanding of operational complexities. For multinational organizations, the level of complexity increases many times over.

Strategic Knowledge Management in Multinational Organizations presents a comprehensive set of investigations of a wide range of environmental factors, both internal and external, that contribute to the key challenge of complexity in KM. These factors include culture, technology, communications, infrastructure, and learning and leadership structures. With its inclusive coverage of the salient issues, this reference publication provides libraries with a single source for the defining research on KM in multinational contexts.

About the Author

Kevin J. O Sullivan is assistant professor of management and director of global academic administration at the New York Institute of Technology, USA. He has more than 16 years of IT experience in multinational firms and consulting both in the private and public sector in American, Middle Eastern, European, and Far Eastern cultures. Dr. O Sullivan has delivered professional seminars to global Fortune 100 organizations on subjects such as global collaboration, knowledge management, information security, and multinational information systems. His research and development interests include knowledge management, intellectual capital security, and information visualization. He serves on the editorial board of the Journal of Information and Knowledge Management and is associate editor of VINE: The Journal of Information and Knowledge Management Systems.