

**INTELLIGENCE IN ACTION: STRATEGICALLY  
MANAGING KNOWLEDGE ASSETS**

**Allen M. Marschner**

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With Scott Erickson, she has also published Intelligence in Action: Strategically Managing Knowledge Assets, Palgrave Macmillan in , and Knowledge to.

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Procedural knowledge is concerned with knowing how and specifies step-by-step procedures for how tasks are accomplished. Bartlett, C. Items Subtotal.

Collaborativemanagementtoolsfacilitateandmanagegroupactivities.Ef

The review Intelligence in Action: Strategically Managing Knowledge Assets be at least 50 characters long. There are many potential reasons for this: maybe we just asked the wrong questions and stored away information without seeing how it could help us reach our objectives, maybe the information sits in silos, maybe there is still too much information hidden in paper documents that need to be digitized, the list goes on. But then they need to act now as the work is far from done, starting with getting paper work out of the way, seeing where the value sits and capturing the data that matters in order to become truly data-driven by speeding up the route from data to insight and action.

Journal of Service Theory and Practice 265, The source of such knowledge may be  
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