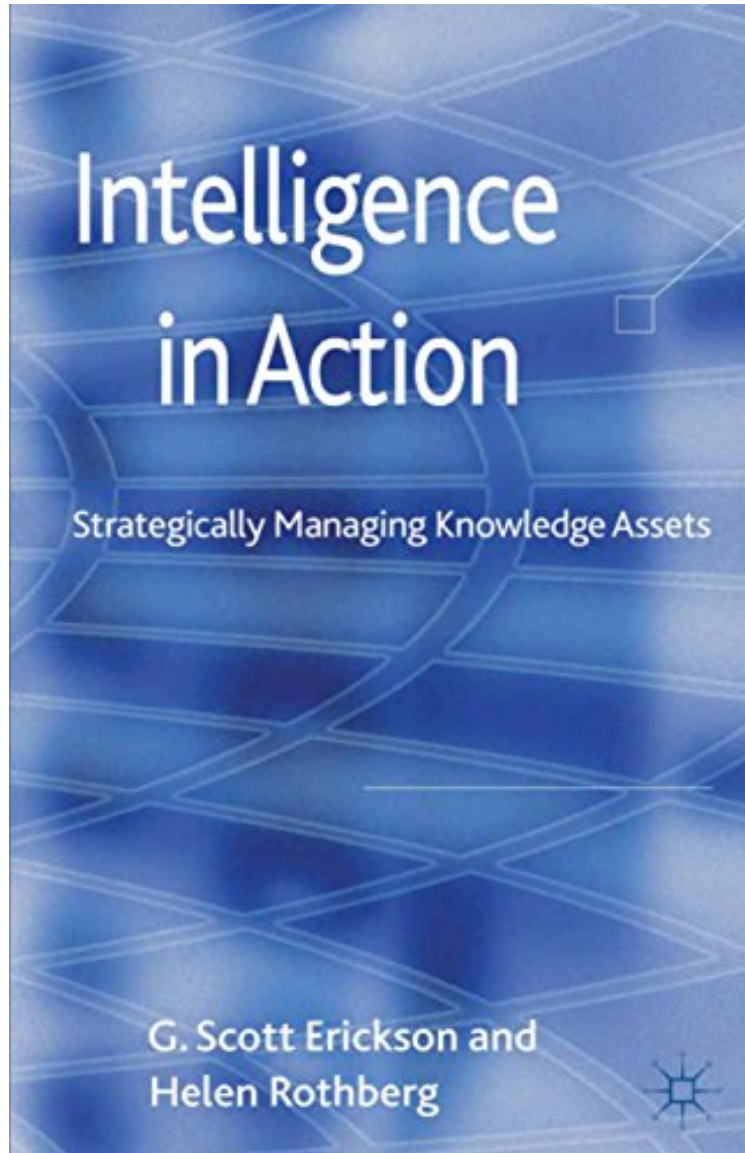


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Intelligence in Action: Strategically Managing Knowledge Assets

G. Erickson, H. Rothberg

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