Managing Knowledge Work And Innovation 2nd Edition

Today Learning Organizations are shaped by collective knowledge and the existence of teams and groups of people that are continuously developing their capacity and ability to create results. Knowledge-based organizations understand the importance of continually learning at all levels and facilitate learning for their members through empowering people, encouraging collaboration, and promoting open dialogue. Organizational management issues have become strategic and fundamental in the collection and sharing of data and information and are recognized as challenging to both public and private organizations around the world. This has created the need to knowledge governance mechanisms to support Knowledge Management practices in organizations.For this governance, the mechanisms and procedures that encompass Knowledge Management, advancing beyond the traditional Corporate Governance (CorpGov) model, have been consolidated into a new governance model described as Knowledge Governance (KGov). Such model considers the processes of the knowledge related to the use, creation, retention, integration and sharing. In order to implement governance, it is essential to develop competencies and establish corporate policies and structures focusing on respect for common interests and collective goals. In this context, mechanisms must be created for the creation, sharing, storage and transfer of knowledge, making changes happen in synergy and adding value to the organization as a whole.The book covers the newly emerging area of knowledge governance and Learning Organizations and expands our understanding of Learning Organizations and their ability to acquire, create and share knowledge while continually examining organizational behavioral issues affecting their productivity.

This book discusses emerging trends in the field of managing knowledge work due to technological innovations. The book is organized in 3 sections. The first section, entitled "Managing Knowledge, Projects and Networks", discusses knowledge processes and their use, reuse or generation in the context of an organization. The second section, entitled "Managing Knowledge using Social Media", focuses on factors influencing adoption and usage, the role of social media in managing knowledge, and factors that influence employees' acceptance and participation. The third section brings into discussion new approaches and technologies for acquiring knowledge. The book will be useful to both academics engaged in research in knowledge management and practitioners who are considering or implementing strategies for managing one of their most important resources.

Thoroughly grounded in an extensive body of international research and analysis, Managing Knowledge Work and Innovation demonstrates that knowledge work depends primarily on the behaviours, attitudes and motivations of those who undertake and manage it and not simply on the implementation of information systems technology.

· 4th Generation R&D · Competitive Architecture: The External Framework · Organizational Capability: The Internal Framework · The Knowledge Channel and Market Development · Managing Knowledge and Financial Assets · Organizational Architecture · Organizational Capability Development · The Innovation Business Process

Attempts to establish the links between strategic competencies, knowledge

management, organisational learning and innovation - specifically, how an organisation identifies, assesses and exploits its competencies, and translates these into new processes, products and services.

"This book provides a comprehensive collection of research and analysis on the principles of service, knowledge and organizational capabilities, clarifying IT strategy procedures and management practices and how they are used to shape a firm's knowledge resources"--Provided by publisher.

Knowledge workers are not just employees in high-tech companies. People in advertising agencies, consulting companies, financial institutions - anyone who uses their head more than their hands to create wealth - are all knowledge workers. Managing Knowledge Workers provides practical strategies for managing, motivating, and retaining knowledge workers, without breaking the bank. Managing Knowledge Workers focuses not just on understanding the value of knowledge in your organization, but on managing the human side of intellectual capital.

Knowledge management is crucial to organizational learning, innovation and success within organizations. The Second Edition of the successful knowledge management reader provides a core source of key theoretical thinkers in the field and presents the most up-to-date leading-edge articles that explore emerging trends. A comprehensive introduction places these readings in context and draws together key strands across the field. The new reader includes new and revised chapters as well as newly authored material, to provide students with a current resource that enables the study of knowledge management from a variety of perspectives. Theoretical work and engaging case studies place knowledge management in the context of an emerging global economy.

Provides an international collection of studies on knowledge-intensive organizations with insight into organizational realities as varied as universities, consulting agencies, corporations, and high-tech start-ups.

Innovations in management are becoming more numerous and diverse, and are appearing in organizations providing many different kinds of products and services. The purpose of this book is to examine whether some widely-promoted examples of these management innovations – ranging from techniques such as Kaizen to styles of leadership and the management of learning – can usefully be applied to organizations which provide healthcare, and applied in different kinds of health systems. Management Innovations for Healthcare Organizations is distinctive in selecting a wide and diverse range and selection of managerial innovations to examine. No less distinctively, it makes an adaptive, critical scrutiny of these innovations. Neither evangelist nor nihilist, the book instead considers how these innovations might be adapted for the specific task of providing healthcare. Where evidence on these points is available, the book outlines that too. Consequently the book takes an international approach, with contributions from Europe, the Middle East, Australia and North America. Each contributor is an expert in the management innovation which they present. This combination of features makes the book unique.

This book readdresses fundamental issues in knowledge management, leading to a new area of study: knowledge processes. McInerney's and Day's superb authors from various disciplines offer new and exciting views on knowledge acquisition, generation, sharing and management in a post-industrial environment. Their contributions discuss problems of knowledge acquisition, handling, and learning from a variety of perspectives.

The first in the readers' series called Resources for the Knowledge-Based Economy, Knowledge Management and Organizational Design is a unique compilation of articles and

book excerpts that describe how the management of an organization shapes the levels of knowledge transfer, innovation and learning. The collection draws on fifty years of management thinking and presents key issues facing knowledge-intensive organizations. The selections are concise, clearly written and present a rich framework of examples drawn from real management experience. Arranged thematically, the chapters discuss decision-making, organization structure, innovation, strategic alliances, managing knowledge workers and power relations. Represented in this volume are the ideas of influential academics including the late economist Frederick Hayek and French sociologist Michael Crozier, as well as world-renowned management thinkers such as Harvard Business School Professor Rosabeth Moss Kanter and Charles Handy.

This eighteenth volume in the Jossey-Bass Organizational Frontiers Series provides an in-depth examination of how I/O psychologists can help find, recruit, and manage knowledge. The authors explain the nature of different types of knowledge, how knowledge-based competition is affecting organizations, and how these ideas relate to innovation and learning in organizations. They describe the strategies and organizational structures and designs that facilitate the acquisition and development of knowledge. And they discuss how continuous knowledge acquisition and innovation is promoted among individuals and teams and how to foster the creation of new knowledge. In addition, they explain how to assess the climate and culture for organizational learning, measure and monitor knowledge resources at the organizational level, and more.

We are living in interesting times characterized by increasing digitalization of business enterprises in a global interconnected knowledge economy. With waning euphoria about the first wave of digital e-business enterprises and a sobering dot-com stock market, business model innovation is being recognized as the key enabler that can unleash value creation for new digital enterprises. In contrast to traditional factors of production, knowledge assets and intellectual capital are expected to play a dominant role in determining both valuation and value-creation capabilities of most new age enterprises. Not surprisingly, Knowledge Management for Business Model Innovation is anticipated to be the mantra for survival, competence and success of Net enterprises as well as traditional brick-and-mortar enterprises faced with the challenge of transforming their business models into and beyond click-and-mortar companies. Written by a team of highly respected authorities on management and organizational behaviour, this core textbook is grounded in an extensive body of international research and analysis that demonstrates that knowledge work depends primarily on the behaviours, attitudes and motivations of those who undertake and manage it and not simply on the implementation of information systems technology. Throughout the book, engaging case studies and role plays demonstrate the range of perspectives that can be applied to knowledge work, and the organisational conditions under which it can be managed effectively. This book is essential reading for undergraduate and postgraduate students on modules covering Knowledge Management, and ideal for modules in Human Resource Management and Organisational Studies. New to this Edition: - Updated case studies based on the latest research and with international reach - Enhanced learning and teaching tools to help students understand important concepts - A new companion website with lecturer resources

It is now widely recognized that many of the central unresolved problems in economic policy, management and research turn on questions of knowledge. Increasingly, complex firms and agencies must ask, and answer, such difficult questions as: What is knowledge? Where is it? Who has it? Does the organization lose or gain competitive advantage or effectiveness by sharing knowledge? Where can we find the knowledge we need? How can we measure knowledge? In a knowledge-based economy, these queries are integral to the pursuits of every policy maker, analyst and strategist. Knowledge Management in The Innovation Process - a joint project between Statistics Canada and Program of Research on Innovation Management

and Economy (PRIME) at the University of Ottawa - brings together economic, social, measurement and policy views on these critical issues. This project fits into an ongoing research program at Statistics Canada to develop meaningful indicators for science, technology and innovation in a technology-intensive economy. It also fits into the ongoing program at PRIME to better understand technology policy and innovation strategy. This book tells the story of the dynamic interplay between knowledge and innovation with an eye to developing tools and frameworks for managing knowledge for social and economic benefit. The Springer book series Innovation, Technology, and Knowledge Management was launched in March 2008 as a forum and intellectual, scholarly "podium" for global/local, transdisciplinary, transsectoral, public–private, and leading/"bleeding" -edge ideas, theories, and perspectives on these topics. The book series is accompanied by the Springer Journal of the Knowledge Economy, which was launched in 2009 with the same editorial leadership. The series showcases provocative views that diverge from the current "conv- tional wisdom," that are properly grounded in theory and practice, and that consider 1 2 the concepts of robust competitiveness, sustainable entrepreneurship, and demo- 3 cratic capitalism, central to its philosophy and objectives. More specifically, the aim of this series is to highlight emerging research and practice at the dynamic intersection of these fields, where individuals, organizations, industries, regions, and nations are harnessing creativity and invention to achieve and sustain growth. Books that are part of the series explore the impact of innovation at the "macro" (economies, markets), "meso" (industries, firms), and "micro" levels. (teams, indi viduals), drawing from such related disciplines as finance, organizational psychology, research and development, science policy, information systems, and 1 We define sustainable entrepreneurship as the creation of viable, profitable, and scalable firms. Such firms engender the formation of self-replicating and mutually enhancing innovation networks and knowledge clusters (innovation ecosystems), leading toward robust competitiveness (E.G. Carayannis, International Journal of Innovation and Regional Development, 1(3), 235–254, 2009).

When The Knowledge-Creating Company (OUP; nearly 40,000 copies sold) appeared, it was hailed as a landmark work in the field of knowledge management. Now, Enabling Knowledge Creation ventures even further into this all-important territory, showing how firms can generate and nurture ideas by using the concepts introduced in the first book. Weaving together lessons from such international leaders as Siemens, Unilever, Skandia, and Sony, along with their own first-hand consulting experiences, the authors introduce knowledge enabling--the overall set of organizational activities that promote knowledge creation--and demonstrate its power to transform an organization's knowledge into value-creating actions. They describe the five key "knowledge enablers" and outline what it takes to instill a knowledge vision, manage conversations, mobilize knowledge activists, create the right context for knowledge creation, and globalize local knowledge. The authors stress that knowledge creation must be more than the exclusive purview of one individual--or designated "knowledge"

officer. Indeed, it demands new roles and responsibilities for everyone in the organization--from the elite in the executive suite to the frontline workers on the shop floor. Whether an activist, a caring expert, or a corporate epistemologist who focuses on the theory of knowledge itself, everyone in an organization has a vital role to play in making "care" an integral part of the everyday experience; in supporting, nurturing, and encouraging microcommunities of innovation and fun; and in creating a shared space where knowledge is created, exchanged, and used for sustained, competitive advantage. This much-anticipated sequel puts practical tools into the hands of managers and executives who are struggling to unleash the power of knowledge in their organization.

Knowledge Management focuses on identifying, sharing, storing, and exploiting internal knowledge, whereas Open Innovation is more concerned with sources of external knowledge. However, this simple dichotomy between open and closed approaches is unhelpful and not realistic. Instead, it is the interaction between internal and external knowledge that creates dynamic capabilities and the ability to innovate. In particular, we need to better understand the interactions between internal and external knowledge, and how these influence innovation outcomes under different conditions. This edited volume, Managing Knowledge, Absorptive Capacity, and Innovation, provides an opportunity to combine contemporary interests in Open Innovation with the classic notion of absorptive capacity, to better understand how organisations can manage the absorption and exploitation of inbound external sources of knowledge in order to innovate.

Aimed at final year undergraduates and masters students, this is the first true teaching text in the dynamic area of knowledge management. Each chapter includes learning objectives and case studies to facilitate study. The authors both consider the technical aspects of knowledge management and the significance of knowledge as a commodity in the workplace. Drawing upon a substantial body of research and giving examples of real life practice, this is a rigorous yet accessible approach to the topic. Also available is a companion website with extra features to accompany the text, please take a look by clicking below: http://www.palgrave.com/business/newell2/index.asp

"This book outlines different tools and technologies that can be applied depending on the type of innovation an organization desires, providing concrete advice on the different types of innovation, situations in which innovation may be useful and the role of knowledge and different tools and technologies to support it"--Provided by publisher.

Best Practices for Knowledge Workers describes ACM, in non-technical terms, in the current era of digitization, Internet of Things (IoT), artificial intelligence (AI), intelligent BPMS and BPM Everywhere. Business readers will learn how support of adaptive, data-driven processes empowers knowledge workers to know in real-time what is happening at the edge points, and to take actions through the combination of rule-driven guidance and their own know-how. It is not a traditionally-automated system but intelligent automation, where technology

doesn't merely replace human decision-making but extends the reach of the knowledge worker; making IoT data actionable. Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, state services, and healthcare, you will find instructive examples for how to transform your own organization. This important book follows these ground-breaking best-sellers on ACM; Thriving on Adaptability, Empowering Knowledge Workers, Taming the Unpredictable, How Knowledge Workers Get Things Done, and Mastering the Unpredictable and provides important papers by thought-leaders in this field, together with practical examples, detailed ACM case studies and product reviews

In today's networked and interconnected world, improving communication, collaboration and knowledge sharing between people and organization is very important. Collaboration is more than just being connected through the Internet and various forms of social networks. Collaboration through information and communication technologies requires us to "prepare the mind" for partnerships. Many of the traditional business models, organizational structures, and educational systems are not yet ready for the new forms of collaboration that go beyond organizational boundaries. Concepts like "open innovation", "value networks", and "wisdom of crowds" are some of the ideas that influence our thinking on collaboration and information sharing. This book contains some of the best and most up-to-date work by researchers and practitioners in the field of knowledge management. It provides an insight into knowledge management practices and their applications to a wide range of complex issues. The peer-reviewed papers included in this volume are selected from the prestigious 2009 International Conference on Knowledge management held in Hong Kong. The book is a good reference source for information and knowledge professionals and can be read by both graduate and undergraduate students.
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Landmarks of Tomorrow forecasts changes in three major areas of human life and experience. The first part of the book treats the philosophical shift from a Cartesian universe of mechanical cause to a new universe of pattern, purpose, and process. Drucker discusses the power to organize men of knowledge and high skill for joint effort and performance as a key component of this change. The second part of the book sketches four realities that challenge the people of the free world: an educated society, economic development, the decline of government, and the collapse of Eastern culture. The final section of the book is concerned with the spiritual reality of human existence.

These are seen as basic elements in late twentieth-century society. In his new introduction, Peter Drucker revisits the main findings of Landmarks of Tomorrow and assesses their validity in relation to today's concerns. It is a book that will be of interest to sociologists, economists, and political theorists.

Networked and interconnected world, improving communication, collaboration and knowledge sharing between people and organization is very important. This book provides an insight into knowledge management practices and their applications to a wide range of complex issues.

Managing Knowledge in Project Environments illustrates how knowledge management (KM) contributes to successful project work. KM is widely practised in project environments, but managers don't always recognise the knowledge aspects of their work and tend to treat KM as a series of specific activities rather than a way of making project work produce better outcomes in different contexts. To overcome this challenge, the authors present KM as an integral part of project work and explain it using principles: KM fundamentals that apply anywhere. A series of context factors provides readers with a framework for understanding and thinking about what KM means for their context: their goals, their projects, their organisations and their working environments. Hidden KM is exposed, myths are debunked and practical guidance explains how to build KM into projects and portfolios. The approach is consistent with current guidance including the BS ISO management systems standard for KM and the seventh edition of APM's 'Body of knowledge'. The aim is to help project professionals, sponsors, PMO members and others who can make a difference manage knowledge more effectively in project environments. Managing Knowledge in Project Environments offers everyone involved in project work a definitive short guide to the subject.

With the emergence of a new, powerful breed of organization--the knowledge organization--comes a bold challenge to the management of people. Employees with special cutting-edge knowledge and the ability to transform it into marketable goods and services cannot be managed in the old way. Only new ways and updated and adapted ways can work. Amar provides an in-depth understanding of who these knowledge workers are, and how to select, adapt, and develop new concepts, principles, strategies, and techniques to manage them effectively. With practical, ready-to-use assessment tools and instruments to redesign obsolescent management practices, this is an essential resource.

Knowledge integration - the purposeful combination of specialized and complementary knowledge to achieve specific tasks - is becoming increasingly important for organizations facing rapidly changing institutional environments, globalized markets, and fast-paced technological developments. The need for knowledge integration is driven by knowledge specialization and its geographic and organizational distribution in the global economy. The increasing complexity and relevance of the knowledge integration problem is apparent in emerging new fields of research, such as open innovation, or the merging of existing ones, e.g. organizational learning and strategy. In global competition, the successful management of knowledge integration underpins firms' ability to innovate, generate profit, grow and, ultimately, survive. This book provides conceptual contributions as well as empirical studies that examine knowledge integration essentially as a 'boundary' problem. Knowledge integration becomes a

problem when boundaries between knowledge fields, and the institutions that preside over those fields, are not clear, or become fluid and contestable. This fluidity, and the competitive pressures this fluidity generates, are persistent and permanent features of the world we live in. This book put forward a consistent set of ideas, methods and tools useful to interpret, analyze and act upon the processes of knowledge integration across boundaries.

This influential book establishes the enduring vocabulary and concepts in the burgeoning field of knowledge management. It serves as the hands-on resource of choice for companies that recognize knowledge as the only sustainable source of competitive advantage going forward. Drawing from their work with more than thirty knowledge-rich firms, Davenport and Prusak--experienced consultants with a track record of success--examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate wisdom into market value. They categorize knowledge work into four sequential activities--accessing, generating, embedding, and transferring--and look at the key skills, techniques, and processes of each. While they present a practical approach to cataloging and storing knowledge so that employees can easily leverage it throughout the firm, the authors caution readers on the limits of communications and information technology in managing intellectual capital.

Brings together the works on knowledge and innovation, including the implementation of various processes and products. This title contains articles from journals in diverse fields and chapters that cover the innovation process, from its inception in peoples' heads to its implementation.

In today's world of business, gaining an advantage of competitors is a focal point for organizations and a driving force in the economy. New practices are being studied and implemented constantly by rivaling companies. Many industries have begun putting emphasis on intensive knowledge practices, with the belief that implementing cutting-edge learning practices will fuel research and innovation within the company. Understanding this dynamic method of management is critical for managers and executives who wish to propel the success of their organizations. Knowledge Management, Innovation, and Entrepreneurship in a Changing World is a collection of pioneering research on the methods of gaining organizational advantages based on knowledge innovation and management. While highlighting topics including human-robot teaming, organizational learning, and e-collaboration, this book will explore the sustainable links between knowledge management influences and organizational capability. This book is ideally designed for managers, strategists, economists, policymakers, entrepreneurs, business professionals, researchers, students, and academics seeking research on recent trends in innovative economics and business technologies.

In order to strive for a competitive advantage in their industry, organizations have begun achieving innovation through knowledge-driven learning models to ensure that organizational activities are efficient and effective. Learning Models for Innovation in Organizations: Examining Roles of Knowledge Transfer and Human Resources Management provides relevant theoretical frameworks and empirical research findings to enhance knowledge management and learning competencies for organizational activities. This book offers assistance and guidance to managers and professionals of

innovation firms, learning organizations, and other work communities through tools, techniques, and strategic suggestions for improvement.

The 9th European Conference on Information Management and Evaluation (ECIME) is being hosted this year by the University of the West of England, Bristol, UK on the 21-22 September 2015. The Conference Chair is Dr Elias Pimenidis, and the Programme Chair is Dr Mohammed Odeh both from the host University. ECIME provides an opportunity for individuals researching and working in the broad field of information systems management, including IT evaluation to come together to exchange ideas and discuss current research in the field. This has developed into a particularly important forum for the present era, where the modern challenges of managing information and evaluating the effectiveness of related technologies are constantly evolving in the world of Big Data and Cloud Computing. We hope that this year's conference will provide you with plenty of opportunities to share your expertise with colleagues from around the world. The keynote speakers for the Conference are Professor Haris Mouratidis, from the School of Computing, Engineering and Mathematics, University of Brighton, UK who will address the topic "Rethinking Information Systems Security", Dr Mohammed Odeh, from the University of the West of England, Bristol, UK and Dr. Mario Kossmann from Airbus, UK who will talk about "The Significance of Information Systems Management and Evaluation in the Aerospace Industry' ECIME 2015 received an initial submission of 55 abstracts. After the double-blind peer review process 28 academic Research papers, 5 PhD Research papers, 1 Masters Research paper and 3 Work in Progress papers have been accepted for these Conference Proceedings. These papers represent research from around the world, including Austria, Botswana, Cyprus, Czech Republic, Ireland, Japan, Kuwait, New Zealand, Norway, Poland, Portugal, Slovakia, Russia, South Africa, South Korea, Sweden, The Netherlands, UK and the USA.

Knowledge Networks: Innovation Through Communities of Practice explores the inner workings of an organizational, internationally distributed Community of Practice. The book highlights the weaknesses of the 'traditional' KM approach of 'capture-codify-store' and asserts that communities of practice are recognized as groups where soft (knowledge that cannot be captured) knowledge is created and sustained. Readers will gain insight into a period the life of a distributed international community of practice by following the members as they work, meet, collaborate, interact and socialize.

'The knowledge worker is a welcome addition to the ethnographic investigation of high-tech work. The author's thoughtful comparative approach, contrasting the oft-studied American knowledge workers with their less familiar Polish counterparts, offers a refreshing take on the post industrial workplace and demonstrates once again the profound changes that high-tech work has made in the nature of work, the worker and the workplace, far beyond Silicon Valley.' Gideon Kunda, Tel Aviv University, Israel 'The body of research addressing knowledge-intensive and creative work is massive and is quickly growing, but Dariusz Jemielniak manages to bring some new issues and perspectives to the table in his carefully designed study of the Polish and American computer programming community, making concepts such as time, trust, and motivation constitutive elements of contemporary knowledge work. Being able to bring together ethnographic research and organization theory and social science more broadly, The New Knowledge Workers is a significant contribution to the understanding

of contemporary working life in the so-called "knowledge society".' Alexander Styhre, University of Gothenburg, Sweden 'Jemielniak's book combines detailed comparative ethnographic observations with organizational analysis to highlight how little we actually know about the operations of knowledge-intensive organizations. Arguing that ancient commonplaces about a "greener", more egalitarian, post-Taylorist future rely on ignoring real-time observations of real people in context, Jemielniak's portrait of the knowledge society of the 21st century shows it to be more like the Fordist society of the 20th century than the utopia so many futurists choose to imagine. His book tells us it is time to begin observing again if we wish to "know" rather than "believe" what the future holds for us.' Davydd J. Greenwood, Cornell University, US This critical ethnographic study of knowledge workers and knowledge-intensive organization workplaces focuses on the issues of timing and schedules, the perception of formality and trust and distrust in software development as well as motivation and occupational identity among software engineers. The book is a cross-cultural, comparative study of American and European high-tech workplaces that addresses the issues currently of interest to both Academia and to practice and provides a rare international comparison of organizations from both sides of the Atlantic. Its conclusions shed new light on the problems typical for software projects. The book specifically focuses on, and gives voice to, the perspectives of knowledge workers rather than managers and will thus be useful to not only scholars and human resource managers from software companies, but also to high-tech professionals. Scholars and professionals in organization studies, management, HRM, innovation and knowledge management will find this book engaging and enlightening.

Knowledge Management has evolved into one of the most important streams of management research, affecting organizations of all types at many different levels. The Encyclopedia of Knowledge Management, Second Edition provides a compendium of terms, definitions and explanations of concepts, processes and acronyms addressing the challenges of knowledge management. This two-volume collection covers all aspects of this critical discipline, which range from knowledge identification and representation, to the impact of Knowledge Management Systems on organizational culture, to the significant integration and cost issues being faced by Human Resources, MIS/IT, and production departments.

"This book is a detailed resource on knowledge management and innovations that has been written and edited to provide flexibility and in-depth knowledge management innovations, strategies, and practices"--Provided by publisher.

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