

Knowledge management systems for service desk environment

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Supporting collaboration and knowledge sharing in building SLEs for ageing well : using cognitive mapping in KMS design

Weck, Marina; **Gelashvili, Teona; Pappel, Ingrid**; Ferreira, Fernando Knowledge management research & practice 2022 / p. 865-877 <https://doi.org/10.1080/14778238.2022.2144513> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)