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# Managing Information and Knowledge in the Public Sector

*Eileen Milner*

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**Managing Information and Knowledge in the Public Sector** Eileen Milner
For the public sector, which is globally the largest employer of people and repository of information, managing information and knowledge is an extremely problematic area to address. The essence of both resources is that they are intangible, their impact and value cannot be measured through traditional accounting methods, yet they are also, paradoxically, where the greatest value and potential for improvement is located. In this book Eileen Milner introduces the reader to the concepts of information and knowledge and explores a variety of tools and techniques which may be usefully adopted in actively managing and developing these resources. Wherever possible real-life public sector case studies and examples are used to illustrate good practice, as well as some of the pitfalls of poor application. Down-to-earth and taking into account the critically important characteristics unique to public services, this will be an illuminating text both for managers and policy makers already working in the public sector and for those considering doing so.

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