

Knowledge Management as a Service



The Problem

In today's information-driven economy, organizations derive the most value from intellectual rather than physical capital. "Knowledge in action" gets results—linking people to experts, improving productivity and effectiveness. To derive most value from a organization's intellectual assets knowledge must be shared and serve as the foundation for collaboration.

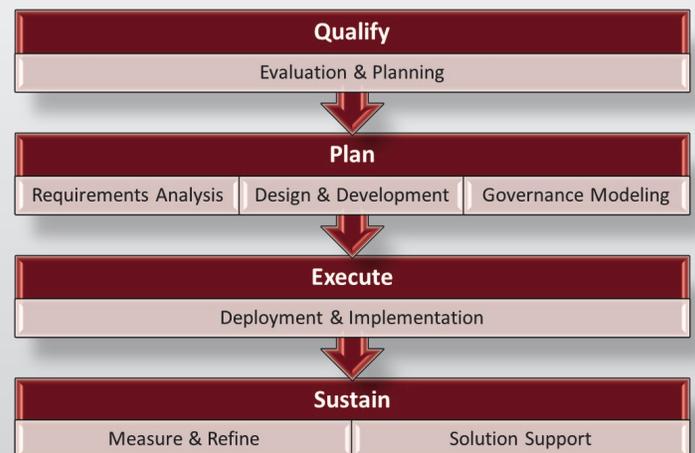


Knowledge Management

Knowledge Management is a discipline that uses Organizational Development and Change Management principles combined with various technologies to influence the way organizations share information and collaborate. Good Knowledge Management principles involve People, Processes, and Technology to make insights and experience more available to everyone effectively treating knowledge as an asset.

Our Approach

We approach a Knowledge Management engagement with a framework that is loosely based on engineering methodology. This framework is crucial to the process of setting expectations for the groups that we work with across the organization. The four primary components of the framework are **Qualify**, **Plan**, **Execute**, and **Sustain**, and each has underlying processes.



The Framework - Qualify

Evaluation & Planning

The first component under the framework is to evaluate and assess the level of readiness and technical proficiency among the work force, level-set expectations, and begin developing the business case.

Activities Include:

- Identifying KM's impact threads throughout the organization
- Identifying KM mandates within stated missions
- Identifying KM's organizational role in support of stakeholders
- Determining the current state - The analysis we use will depend upon the size and diversity of the organization.



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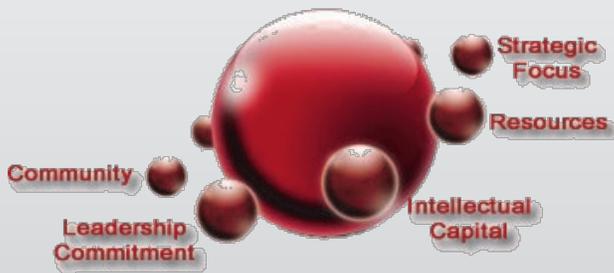


The Framework - Plan

Requirements Analysis

Once an understanding of what is desired and some elements of a future state are understood, the desired state can be sketched. With these elements, the strategy can be developed. *Activities Include:*

- Determining the desired state for enterprise knowledge management
- Conducting gap analysis
- Compiling the KM Strategy as a complement to the existing mission/vision



Design & Development

In this phase there is a fork in the road, and both paths must be managed. (1) *Organizational Development:* Beta test both the KM Strategy and in-process Roadmap with KM champions, knowledge owners, and other advocates throughout the organization. (2) *Technical:* Identify, Design, and Develop enabling tools that collectively define the KM/collaboration solution set. *Activities Include:*

- Obtaining upper-level buy-in, including endorsement and collaborative involvement in distribution of KM strategy throughout organization
- Integrating rollout plans into the KM strategy
- Beginning including capabilities and their governance in the strategy/roadmap
- Mapping existing content
- Identifying delivery methods

Governance Modeling

We use existing KM governance, structures, and roles from within industry (and elsewhere) to understand baselines of both successes and cautionary tales. This research (conducted throughout all implementation phases) will use previous KM experiences (both positive and negative) to evolve protocols that elevate KM to the safe and effective implementation level that forms the essential infrastructure of the 21st Century's world of cyber-warfare.

The Framework - Execute

Deployment & Implementation

This includes an outreach and communications strategy that includes deploying KM in accordance with the Roadmap, as well as ensuring effective communication with all stakeholders. Also, supporting mission essential communities to ensure their integration into all aspects of the KM solution.

The Framework - Sustain

Measurement & Refinement

Post 'Deployment and Implementation' we will begin to see the first-fruits of success. As it becomes clear what is effective and what is not we can establish and implement measures for advancing and maturing the KM solution.

Solution Support

Provide required assistance and problem solving to the command wide-KM community.

Getting Started

Contact us for more information on how we can help you maximize your results. We invite you to contact us 937-427-9900 or learn more at:

<https://www.knowledgenow.net>

