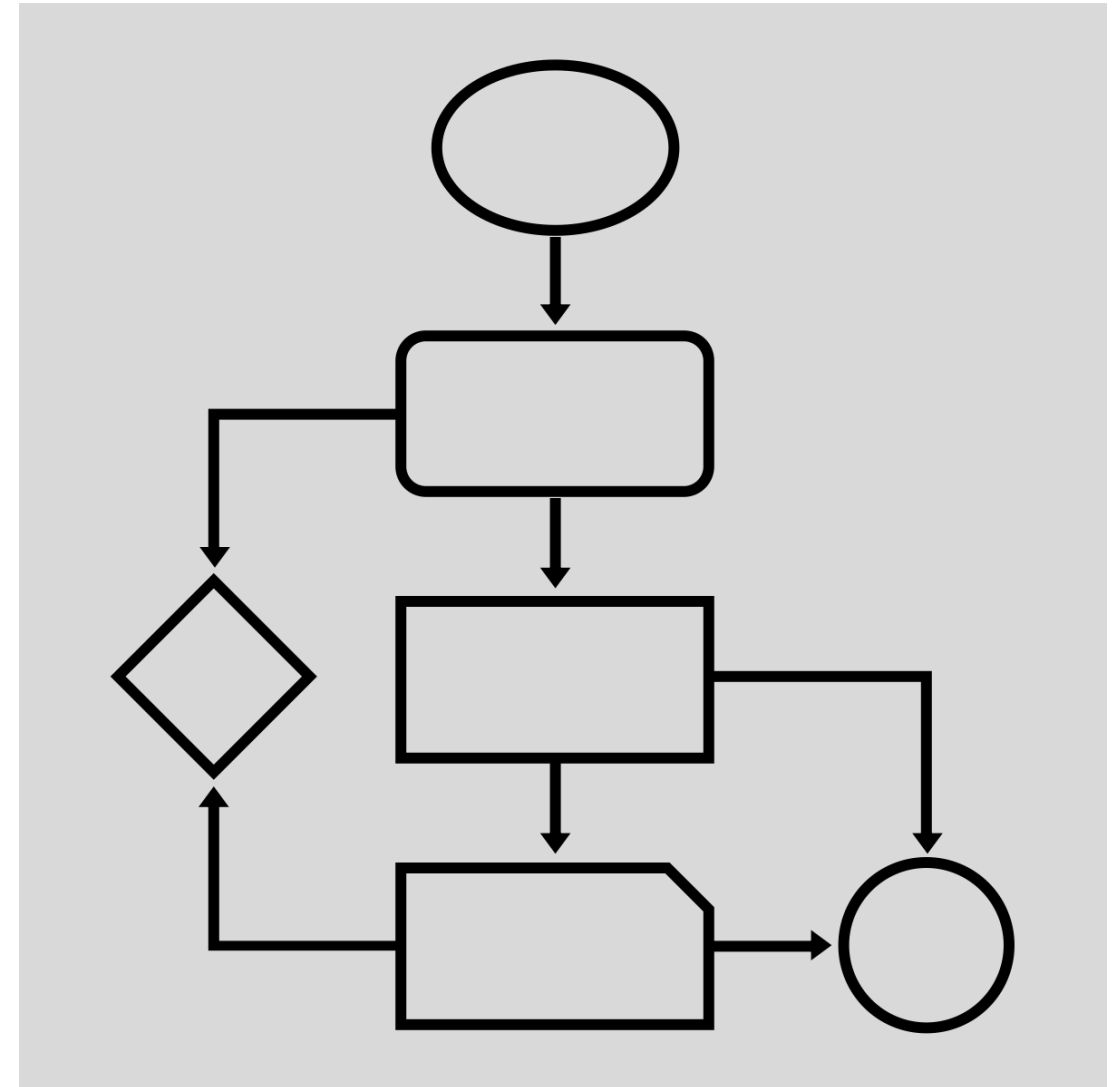


Implementing KM Systems

KM Strategy and Framework Development

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Presentation to KMSA
30 October 2018



Knowledge



Knowledge Management

Focus on an organization's capability to *capture, adapt, transfer,* and *reuse* it's "critical and relevant" knowledge to continually improve performance at the individual, team, and organization level.

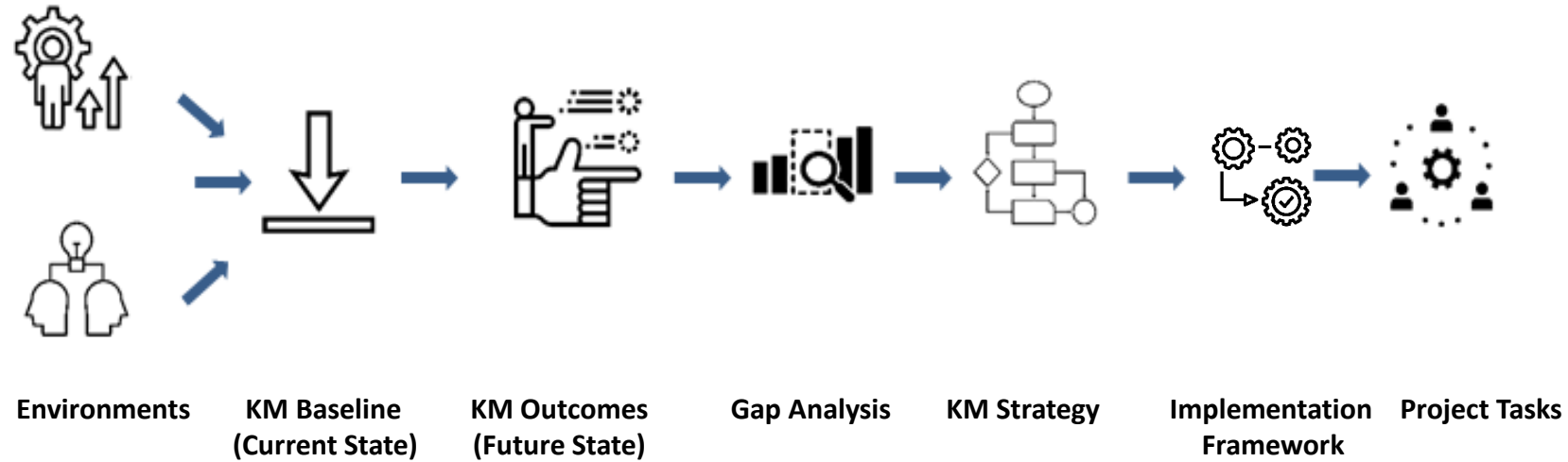


KM Strategy Advice

- The organization sets the priorities based on people, culture, workforce dynamics, and the business or operational problem to be addressed where leveraging knowledge will have a measurable difference in business performance or mission outcome.
- Our KM consultants work side-by-side with the organization's KM practitioners to determine the most effective way to deliver the highest value business outcomes through a fit-for-purpose KM Strategy and an evolving KM framework.
- Tie KM strategy to operational needs and op tempo
- Results change mindsets and behaviors

**MEET PEOPLE
WHERE THEY
ARE, NOT
WHERE YOU
WOULD LIKE
THEM TO BE**

KM Strategy Development



Focus Areas



Setting Up the KM Team

- Accountable for leveraging knowledge of the organization
- Multiple structures to consider
- Report to as senior a leader as possible – KM message is important
- Internal consultants

Embedding Change Through Pilot Projects

- Part of KM Implementation
- Demonstrate that the KM Environment (KME) is a fit for the Business and Operational Environment (BOE)
- Develop measures of success for the KM pilot project
- Learn from pilots and adjust KM Strategy
- Deploy KME more broadly across the organization
- Establish measures of success aligned with the investment in KM

Measuring Knowledge Management???

- Can you measure “Knowledge Management?”
- Can measure the improvement in performance against a baseline (process, practice, operations) from the investment in KM implemented through the KM Strategy.

Learn More



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