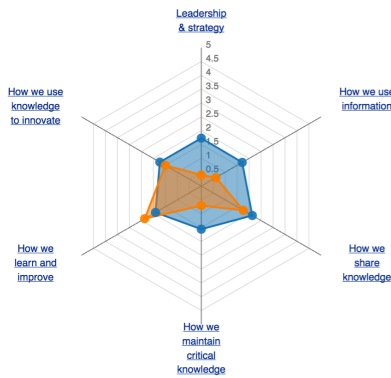


# KNOWLEDGE MANAGEMENT FOR RESULTS

## 4. Capabilities: What are your current capabilities in Knowledge and Information Management?

Identify KM strengths and weaknesses at workgroup and enterprise level



KM maturity assessment on:

- Leadership and Strategy
- Information Management
- Knowledge Sharing
- Critical Knowledge
- Learning and Improvement
- Innovation and Change

## 3. Culture: What are the dominant cultural behaviours around knowledge and information use?

Identify the cultural challenges and opportunities that communications and change management must address



Diagnostics exercise around knowledge-related behaviours

## 2. Target users: What are the major knowledge and information pain points facing your target audiences?

Identify problems KM could solve



Diagnostics exercise around Coordination, Memory and Learning.

## 1. Leaders: What are the big picture business needs that leaders care about?

Brainstorm ways that KM could help

## 5. Priorities: Weigh up your business needs, user needs, culture and KM capabilities. Prioritise your needs and options.

Identify next steps and create a business case for leadership

## IMPLEMENTATION OPTIONS

### KM STRATEGY

- KM Strategy aligned with Business Strategy
- KM Framework identifying the work to be done on the four enablers - Governance, Process, People, Infrastructure
- KM Implementation Roadmap including KM Pilots and Projects
- Monitoring and evaluation framework

### KM PILOTS & PROJECTS

For any project you will need a KM Framework identifying the work to be done on the four enablers - Governance, Process, People, Infrastructure

- Collaboration (teams, projects, communities)
- Situation awareness/ Coordination/ Alignment
- Problem solving (what problems? whose?)
- Access to people (who? for what?)
- Taskonomy (organising information to support processes and procedures)
- Dashboards and analytics (what decisions?)
- Access to content (why?)
- Knowledge continuity (which knowledge? why critical?)
- Record keeping (what records? why?)
- Organise, find, navigate (what content? why?)
- Learning in processes/projects (what learning? why?)
- Accelerating learning curves (whose?)

### FULL KNOWLEDGE AUDIT

If you identify major issues around information management, knowledge sharing, critical knowledge retention, you should conduct a full knowledge audit to:

- Map your knowledge assets and knowledge flows
- Identify your specific knowledge risks, knowledge accessibility issues, and critical knowledge gaps that need to be addressed
- Identify your high value knowledge for protection and sharing

The Aithin™ Knowledge Mapping & Analytics Software has a set of diagnostic tools to help you track your indicators and progress.