



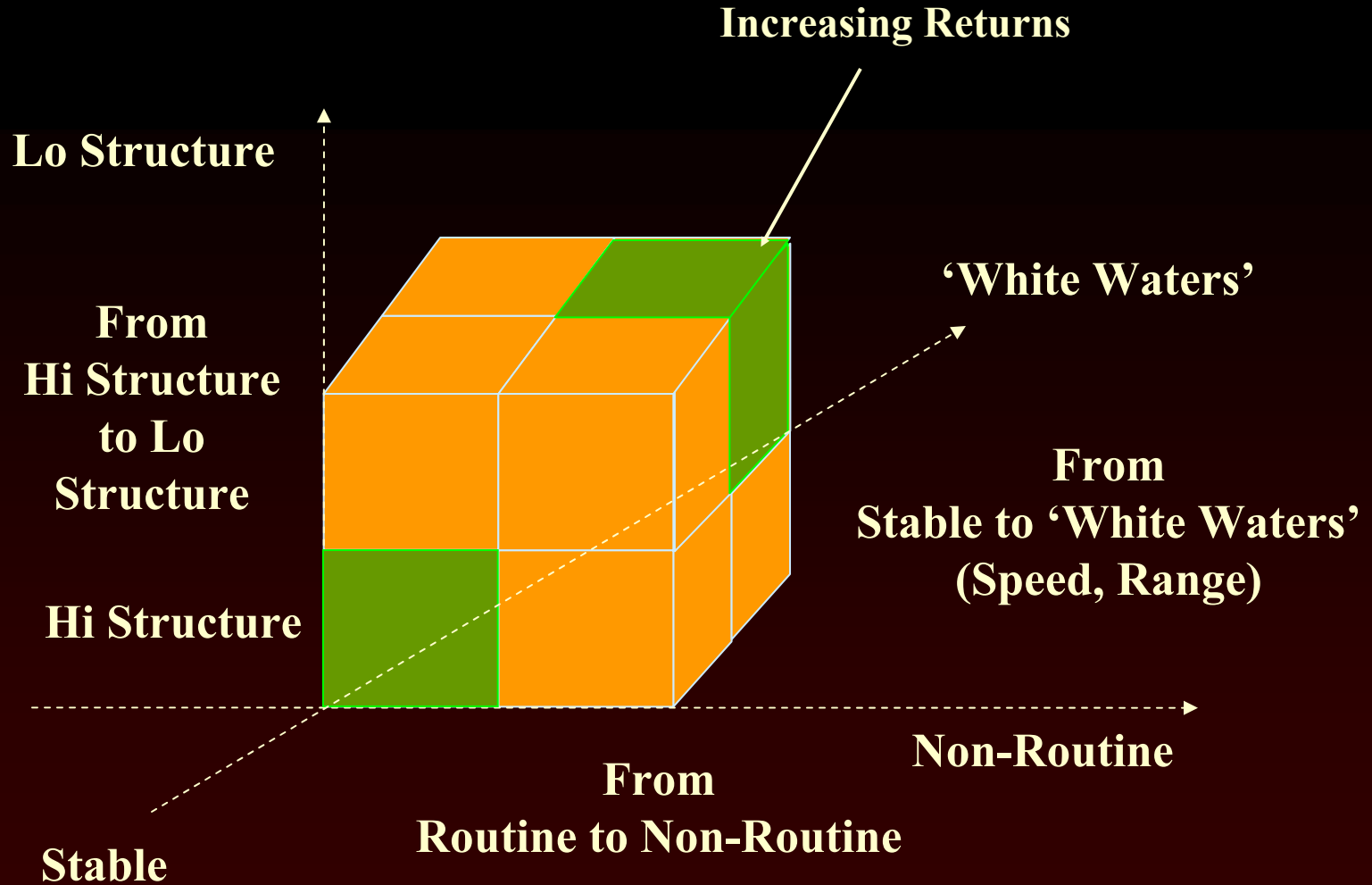
KM Projects in Practice (DP)

- KM world of budgets, deadlines, politics, culture, leadership
- People, technology, processes, K
- KM project as unit of analysis ???
- 31 different projects, 20 different firms
- 4 firms visited, rest telephone interviews
- High level typology of KM projects
- Success factors for w-I-p KM projects

Types of KM Projects

- Knowledge repositories
- Improve K access
- Improve K culture and environment
- What do you think???
- How does this relate to 10-step KM???
- How does this relate to my picture of KM???
- What is the state of KM world today???

Dimensions of KM Performance



K Repositories

- External K – for CI or BI ???
- Structured internal K ???
- Informal internal K ??? HP

What is the current state of above three???

K Access and Transfer

- Story of Teltech
- What was their business model?
- How did they incentivize K sharing?
- What can you learn from them????
- Where is the state of KM World today???



K Environment

- Relate to 8 stages of Bohn (T)
- Skandia and its internal audit
- Other companies – know what we know but we don't know that we know
- External, internal, bridge goals of K processes
- Relate to CRM, ERP, SCM, etc. ???

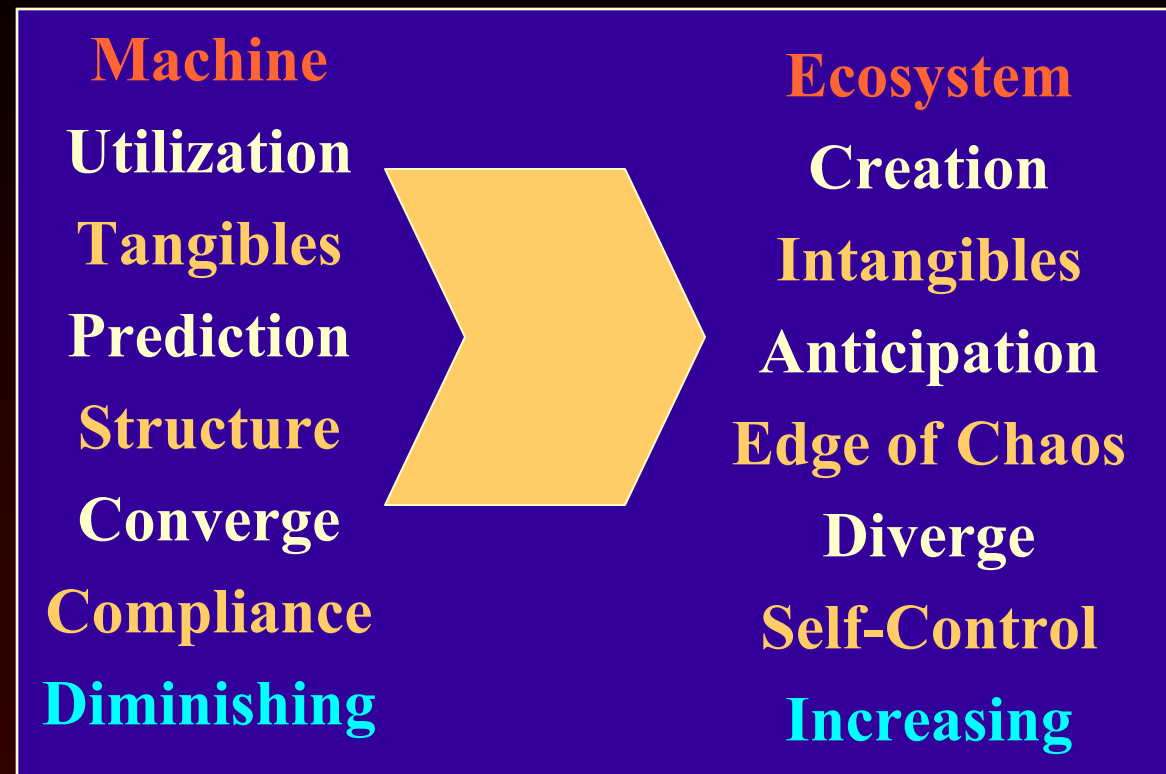
Knowledge Ecology & e-Ecosystems



Metaphor
Knowledge
Assets
Strategy
Design
Role of IT
Management
Returns

'Old' Biz

e-Biz



Success and Measurement

- How much more funding for KM?
- How much use and volume of K?
- Accumulation of critical mass and top level support
- Comfort with K and KM ????
- Evidence of some 'returns' – financial ???

Success Factors of KM

- K-oriented culture ???
- Technical and organizational infrastructure
- Senior management support
- Link to economic or industry “VALUE” ??
- Process orientation
- Nontrivial motivation aids ???
- Some level of K structure
- Multiple channels of K transfer.



Knowledge Audit and Analysis (T)

- Purpose of K audit
- Bohn's Stages of K growth to 'measure'
- Identify, evaluate and rate critical process K
- Select audit method
- Gather K audit team
- Audit your company's existing K ???
- Identify your company's K-spot(s)
- Choose a strategic position for KM system ?



Hindsight + Insight = Foresight

- Why audit K?
- What should you do it for? When?
- Strategy, architecture, system development, R&D, People, D / I, Value, SWOT
- Knowing the direction in which KM strategy and investments should be done

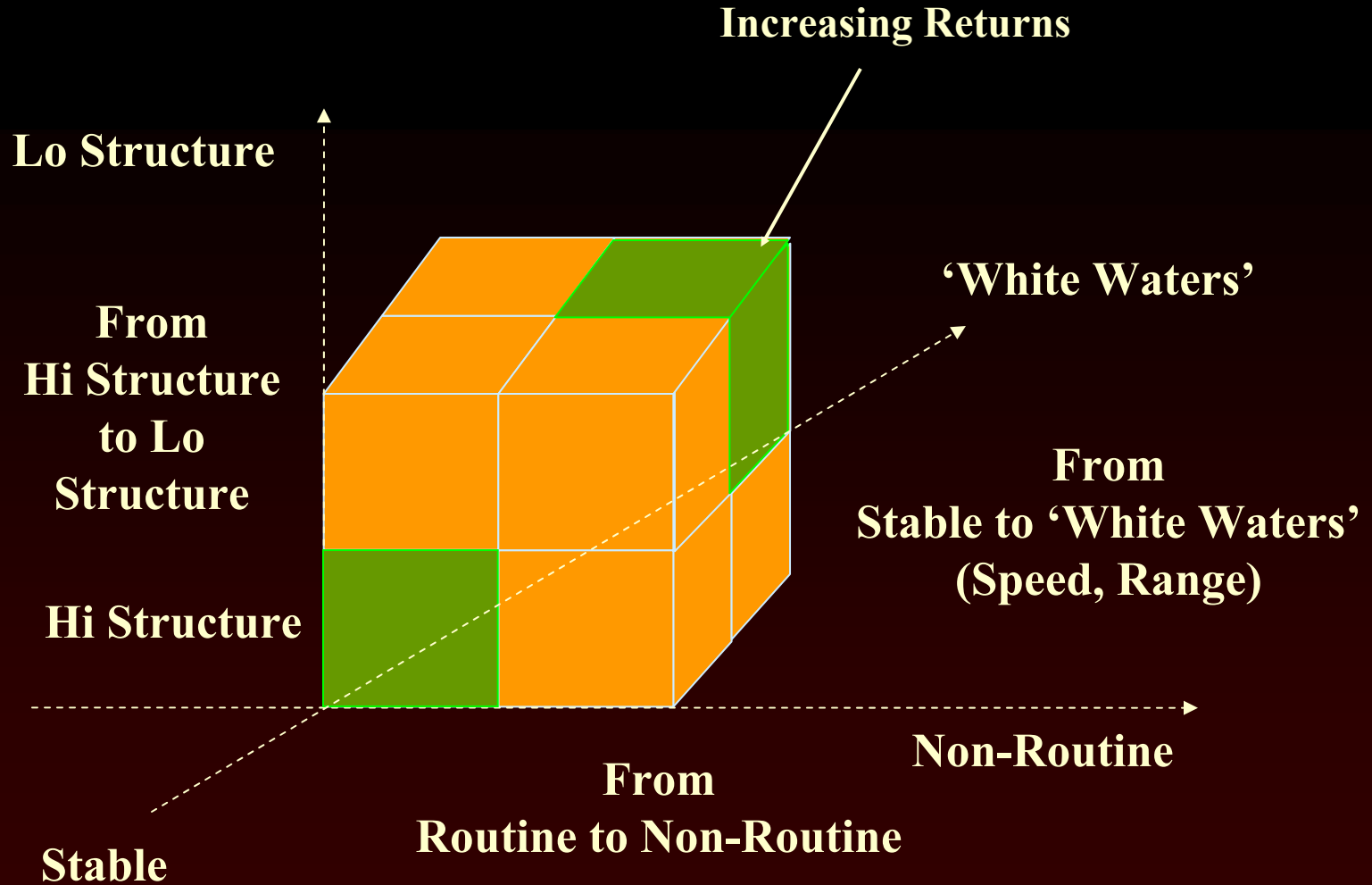
Measuring K Growth

- Coffee Based Reasoning and other Tables
- See the individual forms and discuss

K Audit (Continued)

- Planning a K audit
- Conducting the K audit
- Defining Goals – specific, measurable, predictive, AND how to achieve them
- Defining Ideal State (Form)
- Audit Method

Dimensions of KM Performance



Dimensions of e-Business Performance

