

KM101 – KM Essentials for U. S. Military Practitioners Douglas.weidner@kminstitute.org





### Flash – Hot off the Presses\*



## Of over 350 KM respondents,

- 61% of KM practitioners have no formal KM credentials.
- Of those 61%, only 17% are working toward a KM credential

\* 2011 KM Observatory survey to be released late 2011.



"If you think Knowledge is expensive, try Ignorance in the Knowledge Age."

Life is an "Open Book Exam"

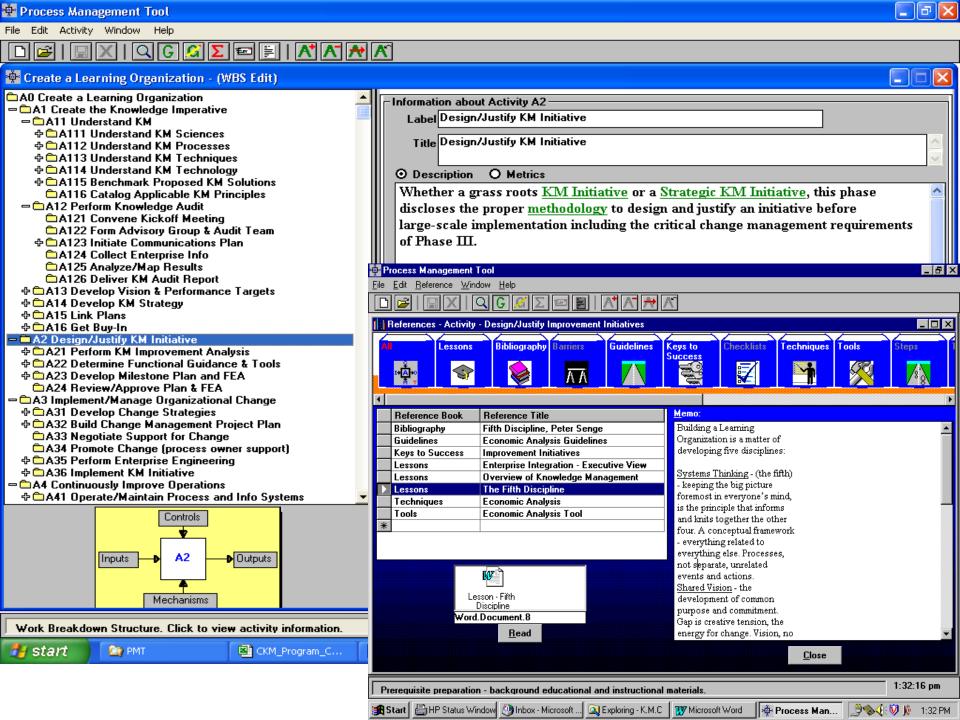
How Good is Your Book?

"Investigating Barriers to KM Implementation in the US Military"

Authors studied DoD guidance in National Defense Strategy (2008b), the Capstone Concept for Joint Operations (2009) and the Quadrennial Defense Review (2006), "which all highlight a shifting focus to KM in operations."

Leadership, Coordination, Control, Metrics.

Here are the results that should be largely anticipated by a robust KM methodology.



## **Knowledge Management** Methodology





#### Create a Learning Organization

The KM Institute's KM Body of Knowledge (KMBOK)™ includes a:

- KM curriculum from KM Awareness to full KM Certification
- KM references library

Knowledge™

- KM Technology Solutions Map, and
- KM Methodology to "Create a Learning Organization"

The KM Methodology is taught in the KM Institute's KM Certification Programs. It is provided in a Knowledge Base (KBase) Tool by ProCarta.

Tools

Please peruse the high level content by phase; track activity A1234, under Plan Change, to see an actual content slice.

To learn about our icon-based "KM Books of Knowledge™" metaphor, click the "Books" icon or the "Learn" icon to take a brief interactive video lesson. The methodology's "Keys to Success" and "Guiding Principles" are provided here, plus a few key KM reference documents as well.

Principles



Success

Documents



# Knowledge Maturity Model (KMM)™





### Create a Learning Organization

Sophisticated, established complex disciplines often develop maturity models as they mature, such as SEI's Capability Maturity Model (CMM)®. Some KM maturity models were developed prematurely in 1999–2003 era. But, little work has been done since. It's about time KM as a discipline and associated tools and methods mature.

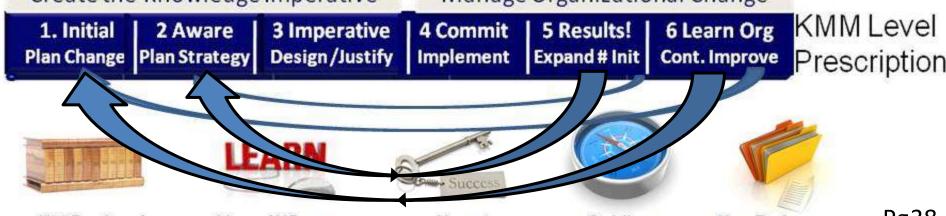
We've surveyed the original models and new ones in the context of emerging 'Best Practices' in KM Methodology. We found, commensurate with a Knowledge Age focus, that a maturity model should be not only a diagnostic assessment tool, but **prescriptive** as well.

It should be continuous-not staged, flexible enough to represent reality, and robust enough to be more than just a roadmap. The KM Institute's KMM™ enables the user to not only determine their own KM maturity level, but how also to move up the maturity scale, to create the knowledge imperative, and to realize the full benefits of the emerging Knowledge Age through successful KM Initiatives.

Please peruse the KMM<sup>™</sup> by maturity level ,or click the visual icons to learn more about associated material.

### Create the Knowledge Imperative

### Manage Organizational Change



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