



KNAM

Are you prepared for the Knowledge Age?



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**



**“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.



Create a Learning Organization - (WBS Edit)

- [-] A0 Create a Learning Organization
 - [-] A1 Create the Knowledge Imperative
 - [-] A11 Understand KM
 - [+] A111 Understand KM Sciences
 - [+] A112 Understand KM Processes
 - [+] A113 Understand KM Techniques
 - [+] A114 Understand KM Technology
 - [+] A115 Benchmark Proposed KM Solutions
 - [+] A116 Catalog Applicable KM Principles
 - [-] A12 Perform Knowledge Audit
 - [+] A121 Convene Kickoff Meeting
 - [+] A122 Form Advisory Group & Audit Team
 - [+] A123 Initiate Communications Plan
 - [+] A124 Collect Enterprise Info
 - [+] A125 Analyze/Map Results
 - [+] A126 Deliver KM Audit Report
 - [+] A13 Develop Vision & Performance Targets
 - [+] A14 Develop KM Strategy
 - [+] A15 Link Plans
 - [+] A16 Get Buy-In
 - [-] A2 Design/Justify KM Initiative**
 - [+] A21 Perform KM Improvement Analysis
 - [+] A22 Determine Functional Guidance & Tools
 - [+] A23 Develop Milestone Plan and FEA
 - [+] A24 Review/Approve Plan & FEA
 - [-] A3 Implement/Manage Organizational Change
 - [+] A31 Develop Change Strategies
 - [+] A32 Build Change Management Project Plan
 - [+] A33 Negotiate Support for Change
 - [+] A34 Promote Change (process owner support)
 - [+] A35 Perform Enterprise Engineering
 - [+] A36 Implement KM Initiative
 - [-] A4 Continuously Improve Operations
 - [+] A41 Operate/Maintain Process and Info Systems

Information about Activity A2

Label: Design/Justify KM Initiative

Title: Design/Justify KM Initiative

Description Metrics

Whether a grass roots **KM Initiative** or a **Strategic KM Initiative**, this phase discloses the proper **methodology** to design and justify an initiative before large-scale implementation including the critical change management requirements of Phase III.

Process Management Tool

File Edit Reference Window Help

References - Activity - Design/Justify Improvement Initiatives

Navigation tabs: Lessons, Bibliography, Barriers, Guidelines, Keys to Success, Checklists, Techniques, Tools, Steps

Reference Book	Reference Title
Bibliography	Fifth Discipline, Peter Senge
Guidelines	Economic Analysis Guidelines
Keys to Success	Improvement Initiatives
Lessons	Enterprise Integration - Executive View
Lessons	Overview of Knowledge Management
Lessons	The Fifth Discipline
Techniques	Economic Analysis
Tools	Economic Analysis Tool
*	

Memo:

Building a Learning Organization is a matter of developing five disciplines:

Systems Thinking - (the fifth) - keeping the big picture foremost in everyone's mind, is the principle that informs and knits together the other four. A conceptual framework - everything related to everything else. Processes, not separate, unrelated events and actions.

Shared Vision - the development of common purpose and commitment. Gap is creative tension, the energy for change. Vision, no

Lesson - Fifth Discipline

Word.Document.8

Read

Work Breakdown Structure. Click to view activity information.

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*
- *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.

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.



Take this LESSON. Learn how to use new, KBase Tools in the Knowledge Age.



KM Books of Knowledge™

LEARN



Use of KBase Tools



Keys to Success



Guiding Principles



Key Reference Documents

Knowledge Maturity Model (KMM)TM



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 KMMTM 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 **KMMTM by maturity level**, or click the visual icons to learn more about associated material.

Create the Knowledge Imperative

Manage Organizational Change



KMM Level Prescription



KM Books of KnowledgeTM

Use of KBase Tools

Keys to Success

Guiding Principles

Key Reference Documents