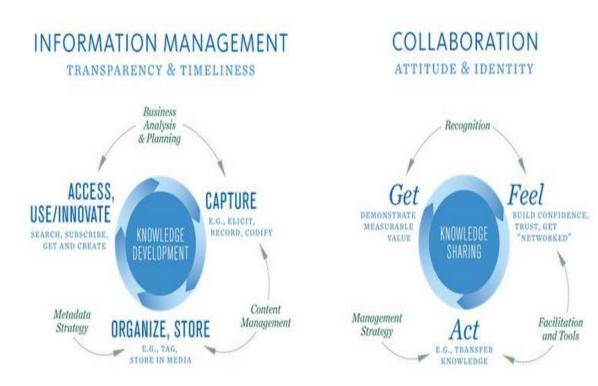
Knowledge management

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What is Knowledge Management

STARTING STRATEGY QUESTIONS: Where do we compete? How do we win? How do we sustain competitive advantage?



"I drive growth, productivity, and societal impact through information management and collaboration."

KM Maturity Assessment

Level 2- Developing Basic KM capabilities exist at to local/dept. level

KM roles are inconsistently defined

Recognition and appreciation of the need for greater KM

No formal KM Strategy apabilities

KM activities are random and unstructured

Level 1 Basic

Limited awareness/some recognition of the need of KM

Level 3-Establisbished

KM org provides strategy, direction and guidance for local execution

Vision for KM processes, roles and enablers are created

Duplicate/unneces sary support of geographic KM initiatives Level 4-Advanced

Enterprise KM in place for core capabilities

Growing integration of KM activities across depts.

KM processes, roles and enablers are clearly definied and implemented

KM is included into performance management functions

Level 5 Leading

KM is fully integrated and embedded in the business stratregy

Enterprise wide KM capabilities are foundational in business operations.

KM is core to the organizations performance.

Measuring success

Executive Level Metrics

- Cost v/s Benefit
- Revenue support
- Operational Efficiency
- Success stories
- Alignment with strategy

Behavioral

What do individuals need to do/more qualititative measures

- Mentoring colleagues
- Leveraging knowledge to be more efficient
- Document and share leading practices
- Alignment with performance goals



Functional Measures

What do the business functions need to do

- Build awareness of available knowledge and tools
- Usage statistics
- Content volume
- Top Searches

Return on investment

5

Chevron reduced operational cost structure by 2 billion

Accenture has improved quality of service, lowered research cost & shortened delivery time

Texas Instrument generated 1.5 billion in annual increased fabrication capacity

Improved ramp up time of new hires

Increased capture of Institutional knowledge Improved team effectiveness and delivery of outcomes

Strengthen Resilience to change

Rita Kumar's Background



Professional:

- 18+ years' experience in KM and Change Management companies such as HP, Cisco, UNDP, Adaptation Fund and RTI International.
- Bespoke KM and Change management consulting for the World Bank, RTI International and United Nations Development Programme (UNDP), Government of India, Adaptation Fund, HP and Cisco.
- Facilitator of Knowledge Workshops for UNDP Czech Trust Fund for Emerging Donor Partners in Europe and the CIS.
- Guest Speaker on "KM in the Cloud" for the KM Institute.

Academic:

- BS in Business Administration from Rockford University, IL.
- MS in Information and Knowledge Strategy, Columbia University, NY.

Linkedin Profile: https://www.linkedin.com/profile/public-profile-settings?trk=prof-edit-edit-public_profile