What is Knowledge Management

**Starting Strategy Questions:**
Where do we compete? How do we win? How do we sustain competitive advantage?

**Information Management**
- Transparency & Timeliness
- Access, Use/Innovate
- Capture
- Organize, Store

**Collaboration**
- Attitude & Identity
- Get
- Feel
- Act

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

Level 1 Basic
- No formal KM Strategy
- KM activities are random and unstructured
- Limited awareness/some recognition of the need of KM

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 capabilities

Level 3- Established
- KM org provides strategy, direction and guidance for local execution
- Vision for KM processes, roles and enablers are created
- Duplicate/unnecessary 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 defined and implemented
- KM is included into performance management functions

Level 5- Leading
- KM is fully integrated and embedded in the business strategy
- 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

Functional Measures
What do the business functions need to do
- Build awareness of available knowledge and tools
- Usage statistics
- Content volume
- Top Searches

Behavioral
What do individuals need to do/more qualitative measures
- Mentoring colleagues
- Leveraging knowledge to be more efficient
- Document and share leading practices
- Alignment with performance goals
Return on investment

- 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.


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.