



# Knowledge management

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# What is Knowledge Management

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## STARTING STRATEGY QUESTIONS:

*Where do we compete? How do we win? How do we sustain competitive advantage?*

### INFORMATION MANAGEMENT TRANSPARENCY & TIMELINESS

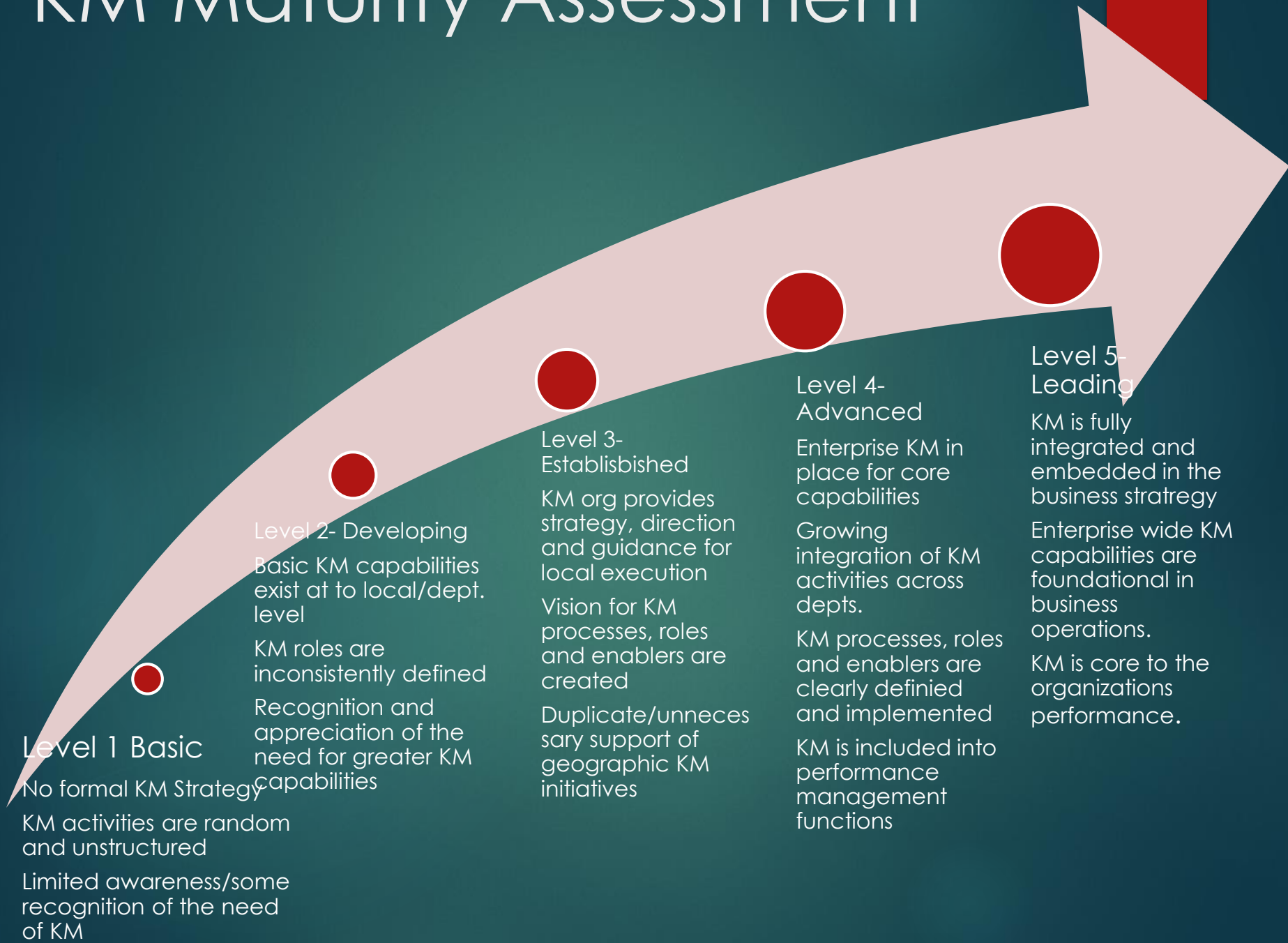


### COLLABORATION ATTITUDE & IDENTITY



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

# KM Maturity Assessment



# Measuring success

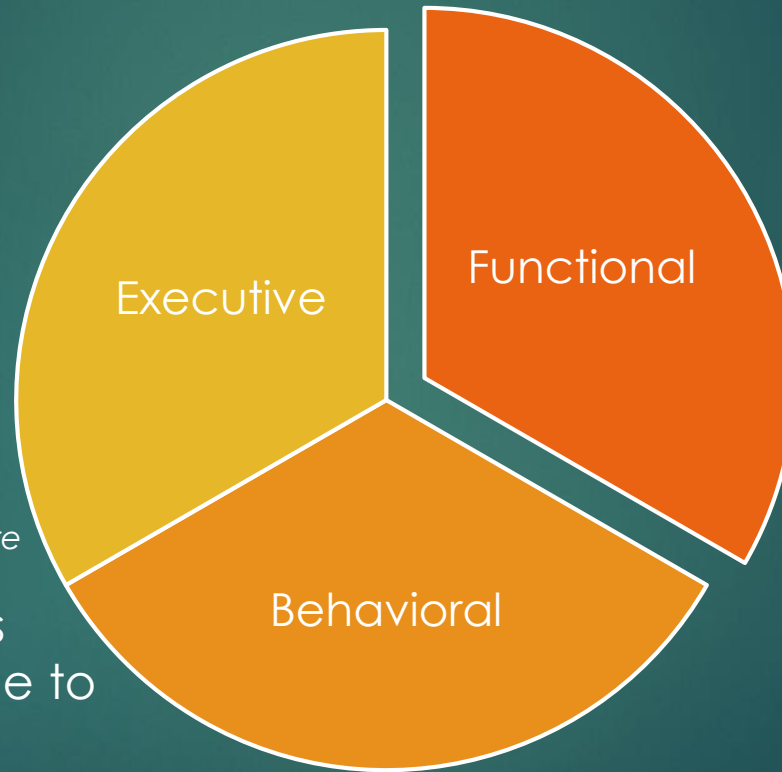
## Executive Level Metrics

- 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

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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](https://www.linkedin.com/profile/public-profile-settings?trk=prof-edit-edit-public_profile)