

## **KNOWLEDGE MANAGEMENT PRESENTATION SUMMARY**

### Part One - Origins of KM

1. KM has emerged as a result of global changes which are increasing the pace of change in general - advances in telecommunications, the growth of the Internet, deregulation, globalization are all exerting pressure on organizations to adapt faster and learn more effectively.
2. This has led organizations to re-evaluate where their added value lies. For most organizations, the answer has been in the "knowledge" owned by the organization.
3. Attempts to address the issue of organizational knowledge and its importance have been lumped under the rubric "knowledge management".

### Part Two - What and Where is Knowledge?

1. Most people confuse data, information, and knowledge. I go on to clarify what the difference is between data, information, and knowledge and why particularly the difference between information and knowledge is important.
2. Knowledge is mostly in people's heads.
3. Knowing that knowledge is mostly in people's heads has profound implications for any knowledge management strategy. It means that people not computers are the chief knowledge repositories in any organization. This calls for more focus on connecting people in different and innovative ways rather than investing large amounts of money in knowledge codification.

### Part Three - What works in Knowledge Management

1. Overview of successful approaches to implementing a KM Strategy
2. Communities of Practice
3. Dynamic learning techniques as pioneered by the US Army and BP Amoco
4. Know-who directories
5. Misc., Knowledge Mapping, etc.