



Introduction

For each client engagement, TKCI employs a customized set of proven practices built upon our rich experience in delivering business value to clients and presented in the **TKCI KnowledgeCompass® Methodology**. Our methodology makes use of industry best practices-based methods, standards, tools, and techniques that provide a conventional business and technical foundation for client projects, while encouraging the facilitation of creative and innovative answers and solutions.

The TKCI Methodology supports the enablement and success of the following KM Critical Success Factors (CSFs):

- Unending KM commitment and support of senior management and key stakeholders
- Comprehensive KM awareness communications program
- All-embracing KM training and learning programs
- Supporting corporate sharing culture with individual and team incentives
- Robust enabling technologies (including web 2.0) intergrated within enterprise IT infrastructure
- Structured and embeded knowledge taxonomy within mission-critical applications
- Enabled business and social interactions within virtual communities of practice (CoP)
- Dedicated and enthusticated cadre of SMEs supporting vital corporate business activities
- Rich knowledge-centric business processes with key decision points
- Vigorous metrics and measuring methods and techniques

KnowledgeCompass Methodology Structure



KnowledgeCompass Methodology Phases

Phase	Description
<b>Phase 1: Oganize &amp; Set-up</b>	Create a formal project infrastructure, establish oversight and change management activities, progress and status reporting, and agree on resources, milestones and acceptance criteria.
<b>Phase 2: Discovery &amp; Analysis</b>	Gather and analyze user business and technical requirements to support creation of a KM vision and strategy, KM infrastructure, and KM solution implementation; conduct ROI, Risk, and Change Analyses.
<b>Phase 3: Planning &amp; Aproval</b>	Create, challenge, and approve KM strategy, KM infrastructure plan and KM solution plan. Within KM infrastructure create a KM Maturity Model and KM Metrics and Measurement process.
<b>Phase 4: Solution Development</b>	Create a KM solution design (functional and non-functional specifications) and make decision to buy or build KM solution; within structured SDLC approach: 1) Conduct RFP process and 2) select a best-fit KM solution vendor and solution or, develop KM solution with internal IT resources
<b>Phase 5: Solution Implementation</b>	Implement and integrate KM solution within enterprise IT; artitecture, redesign / change existing organization structure, policies, and processes for seamless integration; conduct training for system administrators and uses; deploy KM solution to targeted business units.

Examples of the methods, techniques and deliverables supported within the five phases of the KnowledgeCompass® Methodology are outlined below.

## **Phase 1 – Organize & Set-Up**

### **Methods & Techniques**

- Project Planning Methods
- Quality Assurance Tools
- Project Progress and Status Tools
- Risk, Problem & Change Registers
- Project Testing & Acceptance Methods

### **Deliverables**

- Approved Project Plan
- Approved Project Charter
- Approved Resource Management Plan
- Approved Change Management Plan
- Approved Risk and Issue Criteria & Registers
- Approved Communications Plan
- Approved Interview & Meeting Plan
- Approved Quality Assurance Plan
- Approved Status Reports & Progress Meetings
- Approved Project Plan

## **Phase 2 – Discovery & Analysis**

### **Methods & Techniques**

- KM Awareness Best Practices Workshop
- KM User Questionnaires
- KM User Requirements Specification
- KM Functional & Non Functional Requirements
- Business Process Mapping
- Knowledge Asset Audit
- Knowledge Life Cycle Model
- KM Best Practice GAP Analysis

### **Deliverables**

- KM Awareness Best Practice Workshop
- KM User Questionnaire
- KM Functional & Non Functional Specifications
- 'As-Is' Organizational Process Map
- 'To-Be' Organizational Process Map
- Knowledge Life Cycle Model
- KM Best Practices GAPs
- KM Vision & Strategy
- KM Go Forward Solution Plan

## **Phase 3 – Planning & Approval**

### **Methods & Techniques**

- KM Solution SWOT Analysis
- Corporate and KM Strategy Alignment
- Stakeholder Challenge Workshops

### **Deliverables**

- KM Solution SWOT Analysis and mitigating actions
- KM Maturity Model - Current Status & Project Completion Status
- Approved Knowledge Uses & Sources
- Approved Knowledge Handling Business Requirements
- Approved Knowledge Handling Technical Specifications (Functional & Non-Functional)
- Approved KM Vision, Mission, & Strategy
- Approved KM Solution Plan
- KM Strategy aligned with corporate business strategy

## **Phase 4 – Solution Development**

### **Methods & Techniques**

- KM System Design
- KM Process Mapping
- KM Solution Scenarios
- Market Research: best-in-class KM vendors and solutions
- KM Solution Request for Proposal (RFP) KM solution vendor assess & selection criteria
- Due Diligence Process
- Go-Live Plan

### **Deliverables**

- Approved KM System Design
- Knowledge Content Taxonomy Design
- Decision: Buy or Build KM Solution
- KM Solution & Products Vendor Short List
- RFP Process
- Due Diligence on selected KM vendor
- KM Metrics & Measurement Process
- KM Solution Implementation Plan (SDLC Format)

## **Phase 5 – Solution Implementation**

### **Methods & Techniques**

- KM Solution Customization
- KM Solution Build
- Pilot Test
- System Testing
- User Acceptance Testing
- KM Solution Awareness Workshops
- E-Learning Program
- Class Room Training

### **Deliverables**

- KM Solution: customization & process changes
- Training Course collateral: e-learning & class room
- KM Solution user and technical documentation
- Testing plan, testing criteria, test scripts, & fixes
- Pilot Plan and scripts, & problem fixes
- Support & Maintenance Plan (Level 1-3)
- Go-Live KM solution deployment