

Knowledge Management Deployment Awareness Workshop



Baseline Version

With Slide Scripts

KMS

Knowledge
Management
Solution

Navigating the Workshop Sessions



1. **Welcome, Workshop Landscape & Introductions**
2. **The Knowledge Story**
3. **Client Business Units & Knowledge Management**
4. **The KMS Application**
5. **KMS Live – Working With The Application**

Session # 1
Welcome & Workshop
Landscape & Introductions



Class Interaction: Is the below 'Words of Wisdom' relative to the Roche work environment?

**“What I hear, I forget, What I see, I remember,
What I do, I understand ”.**

Chinese Proverb

Information & Knowledge Tools

Historical Perspective – 3000 B.C. to 2006

Pre-Mechanical Age

3000 B.C. – 1450 A.D.

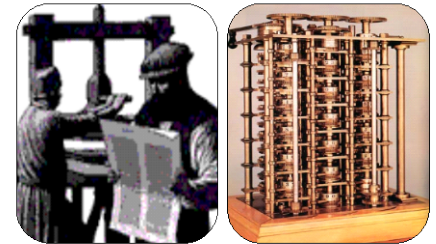
Cave Drawings
Alphabet
Language



Mechanical Age

1450 A.D. – 1840 A.D.

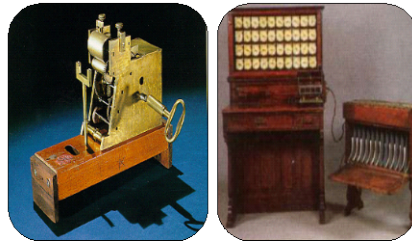
Printing Press
Slide Rule
Mechanical Computer



Electromechanical Age

1450 A.D. – 1840 A.D.

Telegraph
Telephone & Radio
ElecMech Computer



Electronic Age

1940 – Present

ENIAC/UNIVAC
Digital Computing
Innovation



Enabling Knowledge Generation and Advancement of Arts & Sciences

Definition: Knowledge Management

Knowledge Management is a range of activities used to:

Create, Organize, Use/Reuse & Share knowledge in the organization with teams and among people.



Key Components Include:

- ◆ Vital Knowledge
- ◆ Integrated Work Environment
- ◆ Knowledge Life Cycle
- ◆ Knowledge Base
- ◆ Highly Motivated Employees

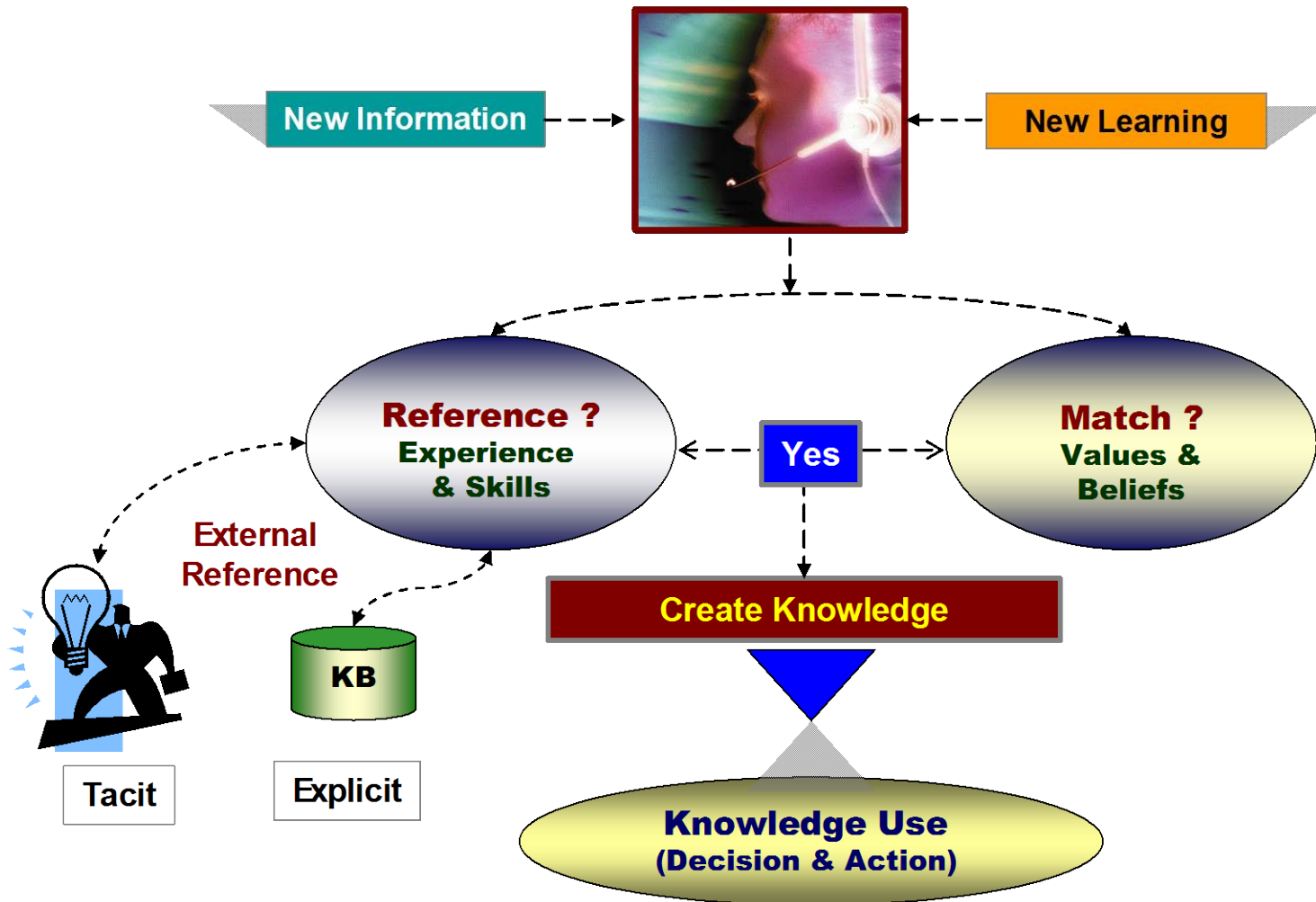
Traditional Versus Knowledge Work Environment

Traditional Environment	Knowledge-Centric Environment
Individual Work	Team Work
Local Site Focus	One Organization Concept
Hoard Knowledge	Share Knowledge with Colleagues
Use Own Knowledge	Trust Knowledge Created by Others
Manage Change	Enable Change
Employees Valuable for Their Knowledge	Employees Valuable for Their Learning

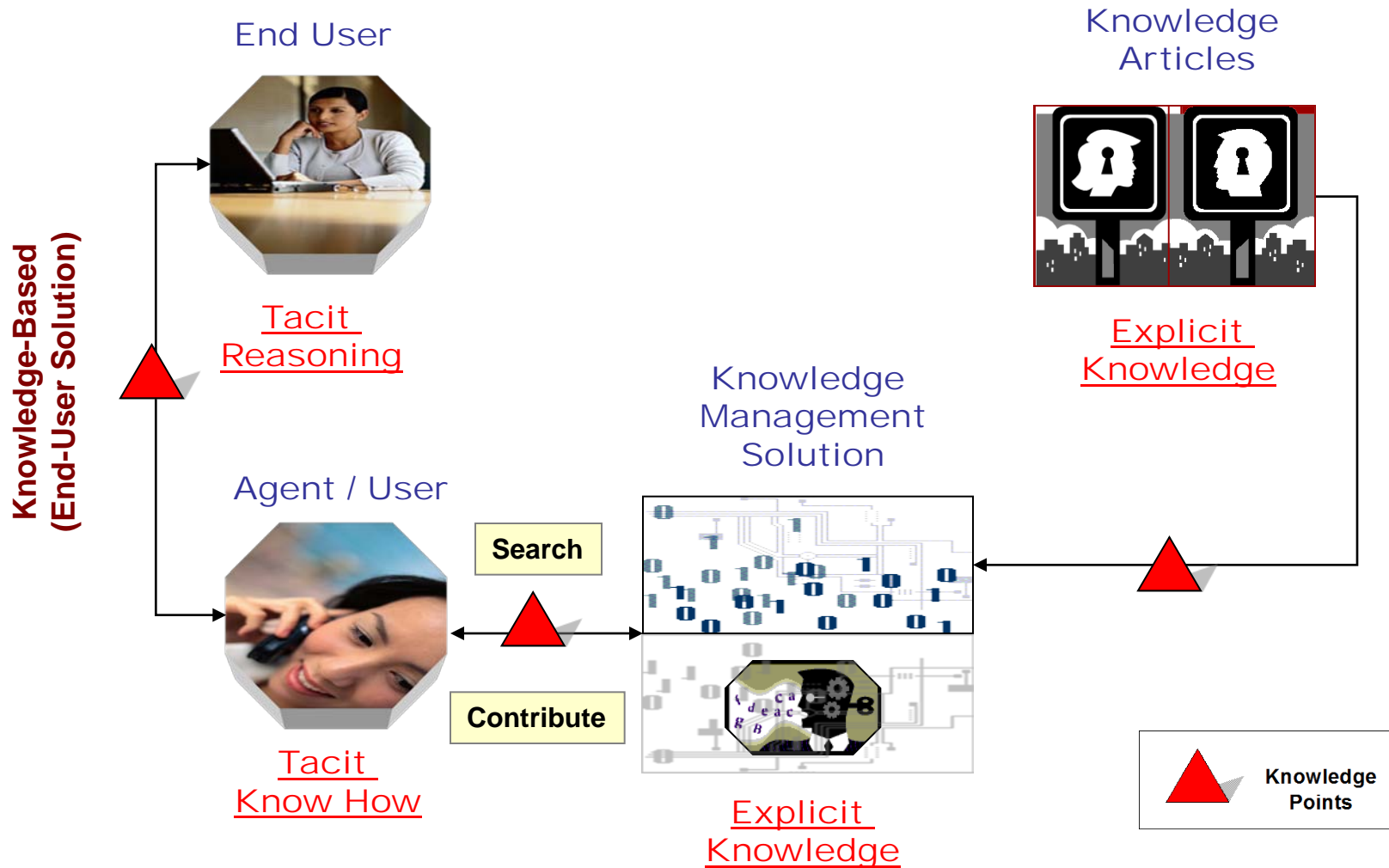


Knowledge Work is a Mindset Change.....

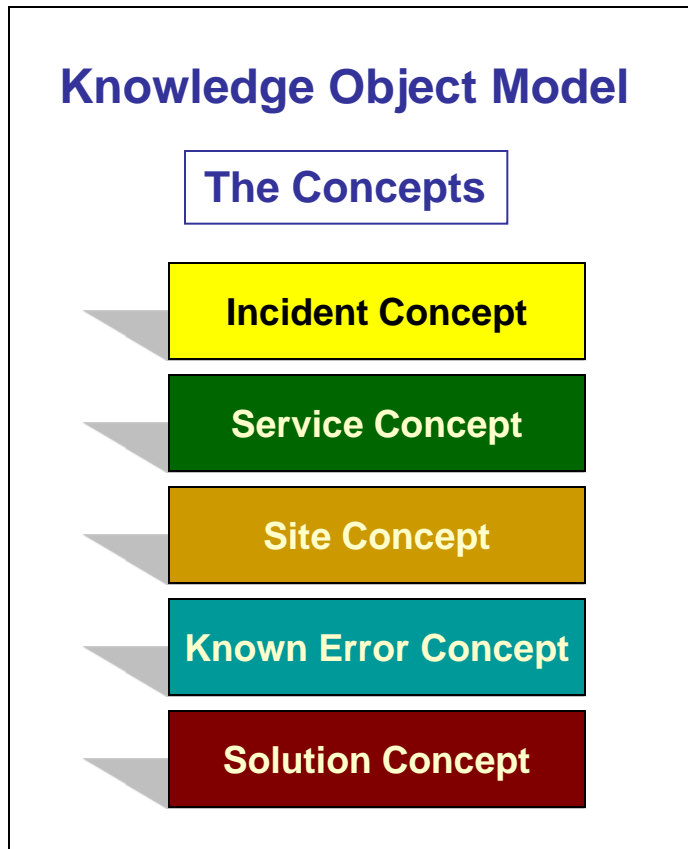
Model: Human Knowledge Creation & Use



Model: Knowledge Interaction Points



Exercise: Create a Knowledge Object



⊕ Form Four Teams:

- **Team # 1 – Flat tire**
- **Team # 2 – Locked out of house**
- **Team # 3 – TV does not shut off**
- **Team # 4 – Baby is crying**

⊕ Create a Knowledge Object

- **What is the incident?**
- **What is the service?**
- **Is this a local site product?**
- **Is there a known error?**
- **What is the solution to resolve the issue?**

⊕ Present Knowledge Object to Workshop