Knowledge Management Deployment Awareness Workshop

"Knowledge is Power"

Baseline Version

With Slide Scripts
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?


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

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<th>Traditional Environment</th>
<th>Knowledge-Centric Environment</th>
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<td>Team Work</td>
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<td>Local Site Focus</td>
<td>One Organization Concept</td>
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<td>Hoard Knowledge</td>
<td>Share Knowledge with Colleagues</td>
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<td>Use Own Knowledge</td>
<td>Trust Knowledge Created by Others</td>
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<td>Manage Change</td>
<td>Enable Change</td>
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<td>Employees Valuable for Their Knowledge</td>
<td>Employees Valuable for Their Learning</td>
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Knowledge Work is a Mindset Change......
Model: Human Knowledge Creation & Use

New Information → New Learning

Reference? Experience & Skills

Yes

Match? Values & Beliefs

Create Knowledge

External Reference

Tacit

Explicit

KB

Knowledge Use (Decision & Action)
Model: Knowledge Interaction Points

End User

Tacit Reasoning

Agent / User

Tacit Know How

Search

Contribute

Knowledge Management Solution

Explicit Knowledge

Knowledge Articles

Explicit Knowledge

Knowledge-Based (End-User Solution)

Knowledge 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