



### Overview

The principal concepts supporting knowledge management (KM) have not changed over the last two decades. But while the underpinning premise of KM has not changed, the strategies and approaches to achieve KM success have evolved to embrace a changing and more demanding work environment fueled by the velocity of technology innovations. Originally, the approach of best-in-class companies was to install full-blown KM software solutions. However, experience has proved that these systems were too complex, burdensome, not regularly used, and sometimes created more difficulties than they solved.

In the current economic environment, organizations are adopting creative KM strategies and approaches that align totally with their unique business and technology strategies. The supporting KM solutions are easier to install, more cost effective and are Web 2.0-like in their appearance and functionality. Outlined below are the key solution-centric elements typically included in the assessment and formulation of a KM strategy:

1. KM applications for general knowledge handling processes
2. KM component technologies integrated into other enterprise systems
3. KM functionality embedded in specific enterprise business applications

### KM Solution Components

A wide array of solutions is currently offered that supports effective and efficient knowledge handling within an organization's processes and activities. Key KM categories include:

- Document Management
- Content Management
- Process Management
- Group Support
- Project Management
- Community Support
- Decision Support
- Discovery and Data Mining
- Search and Organization
- Enterprise Portals
- Learning Management
- Expertise Management
- Social Software

Practitioners over the years commonly focused on information and knowledge management whereas the current generation is placing their efforts on knowledge ecologies comprising of communities of practice and social networks.

### TKCI Approach

TKCI helps clients assess their KM solution needs, create a KM solution strategy and align it with their enterprise business and technology strategies.

The approach includes the following work activities:

- Conduct a SWOT analysis on KM Strategy
- Identify current and planned KM user business and technology requirements
- Create KM Solution high-level design
- Inventory current IT infrastructure & systems
- Identify current IT systems for inclusion in a planned integrated KM solution mash-up
- Conduct market scan of KM vendors that potentially meet the identified business and technology requirements
- Complete RFP and Due Diligence activities for targeted vendors and products
- Create KM vendor and solution selection criteria; identify and select best-fit vendor(s) product(s)
- Align KM solution strategy with overall KM Strategy and enterprise business and technology strategies.

### The Bottom Line

Value-added deliverables resulting from a successful KM solution assessment and alignment project are as follows:

- **KM Strategy SWOT Analysis**
- **KM Enterprise Business & Technology Requirements**
- **KM Solution High-level Design**
- **KM integrated Solution Mash-up**
- **KM Vendor & Product Market Scan**
- **KM Vendor and Product RFP Process**
- **Due Diligence for Selected KM Vendor Process**
- **KM and Enterprise Business & Technology Strategy Alignment**

