

Introduction

Knowledge Management isn't simply a centralised database that contains all the knowledge available or known to your organisation. It is the concept of gaining business insight from a variety of sources, and this needs to be well planned in order to achieve a realistic return on investments. A Knowledge Management strategy should be part of your enterprise strategy rather than a separate one. Many past Knowledge Management initiatives have failed to meet the expected success criteria. This is because the expectation has not been realistic but rather too generic, not mapped into the organisations processes and procedures and not reflective of its culture. The aim of this seminar is to learn from the mistakes of the past and to identify key issues that need to be addressed in order to ensure that your Knowledge Management System is a success.

Duration

Half a day

Topics Covered

- Identifying Knowledge Sources
- Understanding Organisational Barriers
- Overcoming Process Design
- Business Planning
- Dealing with Customer and Employee Management
- Overview of the Technology available