Working Knowledge^{CSP}

Concept | Strategy | Practice
Knowledge at the Point of Execution®

KM Concepts: Knowledge Assets (10 in a series)

So your organization has established a community of practice (CoP) or even multiple CoPs. You are leveraging what you know and are instilling the behaviors for learning before, during, and after into your business and operational processes. You have enabling technology connecting you to other members of your organization.

You need a place to store your knowledge, a Central Knowledge Repository that contains "the know-how and know-why about what you do." I call them Knowledge Assets. You may call them a Core Knowledge Base or a knowledge repository or even something else.

A simple way to describe a Knowledge Asset might be to call it simply a repository of knowledge. But it is really more multidimensional and dynamic than that when planned, constructed and applied effectively. Our Knowledge Assets contain:

- process methodologies linked directly to key insights, learnings and advice in the form of guidelines, checklists, effective practices and "first person told stories" in the form of short vignettes that clearly highlight critical learnings, insight or experience

- the business "context" in which the learning occurred and a link to the originator of the knowledge

- an ability to act as an "electronic mentor" with an index of the available knowledge

- a link to a Practice Library, a library of internally created documents and other artifacts that can save time

- a link directly to relevant, "just-in-time" training associated with practitioner success in a particular process. (This further supports our concept of "Knowledge at the Point of Execution" that will be discussed in the next article.)

These "electronic mentors" are linked to the communities of practice that become the providers of new content, including new learnings and insights, and the vetting of new ways of doing business or changes to existing practices that are stored in the knowledge assets..

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Next: Knowledge at the Point of Execution®