

Working Knowledge^{CSP} is an internationally recognized knowledge management (KM) consulting company designing and delivering end-to-end KM solutions. We enable your capability to continuously improve performance through an increased ability to leverage what you know about what you do...to *Create Value from Your Knowledge*. Each client solution we co-deliver is unique not only to our client's business and operational environment (BOE), but also to our client's knowledge management environment (KME).

For client KM Strategy and KM Framework solutions, each engagement requires a unique set of consulting skills, experience, and expertise to deliver a "fit for purpose" solution. Our client delivery success is based on a proven, disciplined KM "Assessment and Analysis" model focused on five criteria: People/Culture, Process, Enabling Technology, Content, and KM Governance/Structure. We collaborate with you to develop your current KME baseline. We then facilitate an in-depth discussion to help you to develop your KME future state (KM Vision)—what outcomes do you want from your investment in KM and clearly define specific, meaningful requirements in each of the five areas that will help you to achieve these outcomes. The Gap identified between the current baseline and the vision drives the KM Strategy. This in turn drives the design and development of a time-phased KM Implementation Framework validated through carefully selected pilot projects implemented as part of work flow, focused on real business or operational challenges to demonstrate that the recommendations are a fit for your organization – disciplined, precise, forward looking, and measurable.

Based on learnings from the pilot projects, we develop a broader strategy for KM rollout/implementation and design and deliver context-relevant KM training not only to support implementation, but also to help you to sustain your momentum and your KM investment – to help make KM "stick."

SOLUTIONS

KM Analysis and Assessment (Business/Operational and KM Environments)
KM Strategy/Implementing Framework Development and Implementation
KM Technology, Tools, and Integration
Content Management Planning and Governance
KM Organizational Structure and Governance
Records Management and Document Retention
Communities of Practice Planning, Development, Launch, and Sustainment

Change Management (Planning for and Managing KM Behavior Change)
Managing and Mitigating Risk of Knowledge Loss Due to Workforce Turnover
KM Concepts and Skills Training/Workshops
Communities of Practice Planning, Development, Launch, and Sustainment
Business Process Analysis and Mapping
Knowledge Based Business Continuity Planning (BCP)/Continuity of Operations Planning (COOP)
Strategic Facilitation
Side-by-side KM Coaching