

# 7 "Must Know" KM Fundamentals to Implement Knowledge Based Contract Management



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Bill Kaplan, CPCM, Fellow  
Founder

# Simple Definition of Knowledge



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# Contract Management Knowledge Challenges

- Who has had to deal with this before?
- I'm new to the organization and I can't find the knowledge I need to get my job done?
- I know I stored this in the repository but I can't find it now!
- The CM system set up this contract template for me but it doesn't match my requirements.
- My "go to" expert has left and I don't know where to get the help I need.
- Leadership says lessons learned are important...then why doesn't leadership invest in KM?



# Knowledge Management

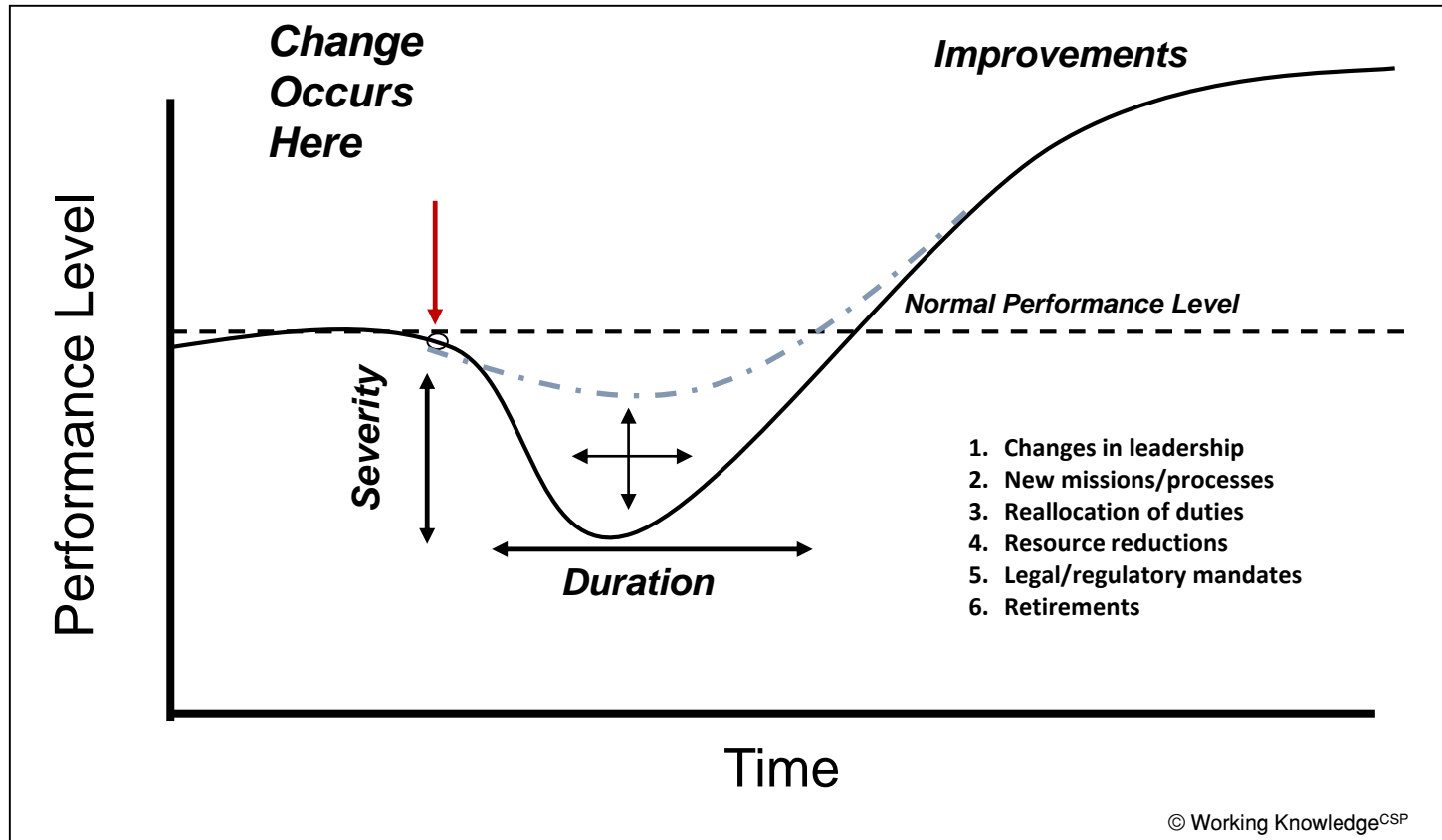
Knowledge Management is about *continuous performance improvement*.

KM focuses on the capability of people and organizations:

- to capture, adapt, transfer and reuse “what they know about what they do”
- to continuously improve performance at the individual, team, and organization level
- as part of the way they work.



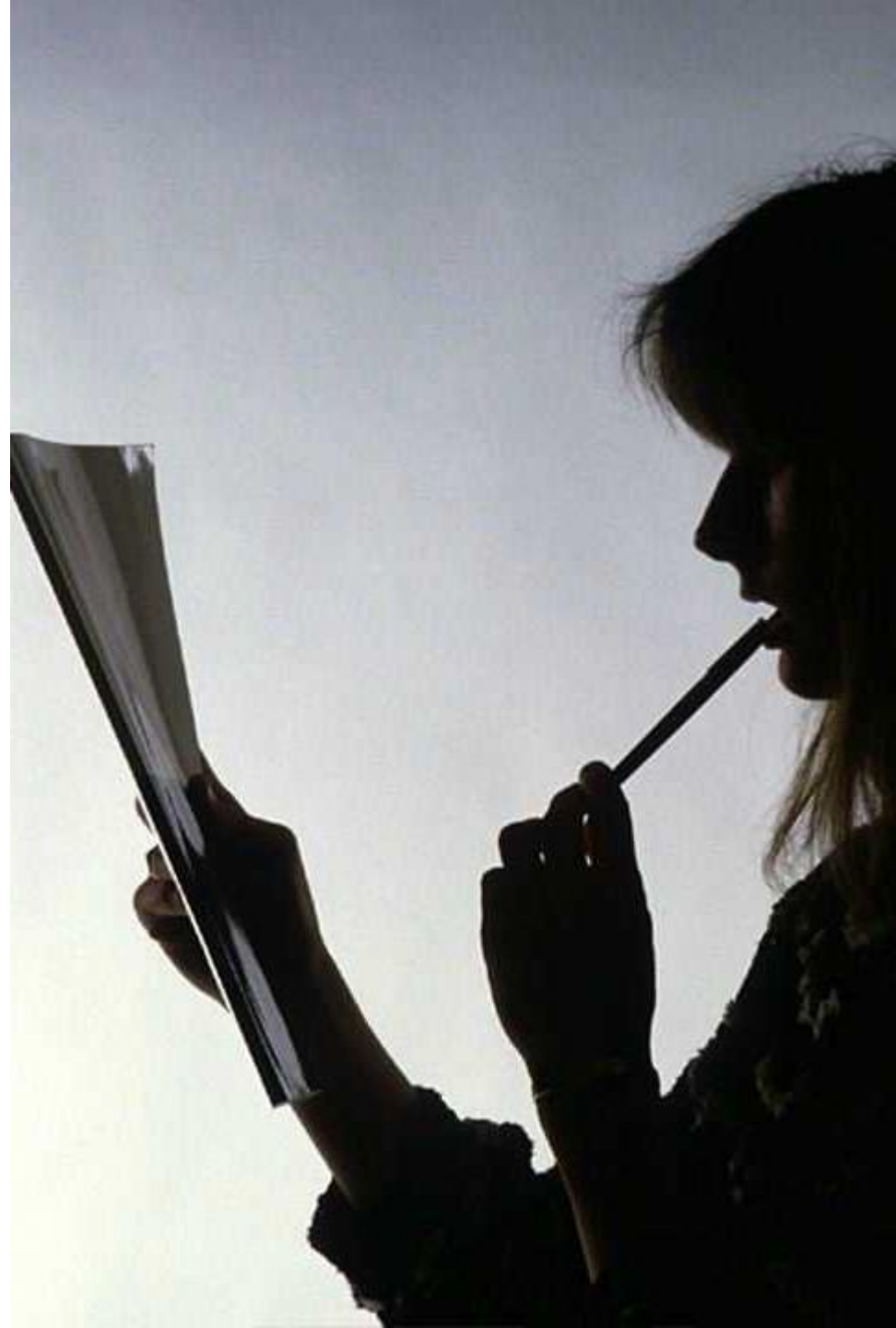
# Simple Business Case for KM



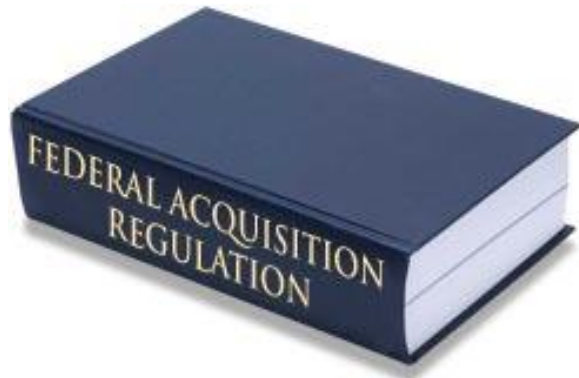
Knowledge Needs Are Predictable Around Six Different Events

# How Would You Describe Knowledge Based Contract Management?

- Leadership that supports my ability to leverage knowledge needed to deliver the mission
- Ability to search for, access, and reuse relevant and critical contract management knowledge (content and people)
- User friendly enabling technology to “connect-collect-collaborate”
- Access to current, accurate, and complete policy, regulations, and instructions
- KM is built into the way we work (business operations)



# How a Knowledge Enabled Contract Management Organization Might View Knowledge and Experience



Information sharing isn't good enough – contract professionals need to make sense of it, adapt it and use it to make the right decision at the right time.

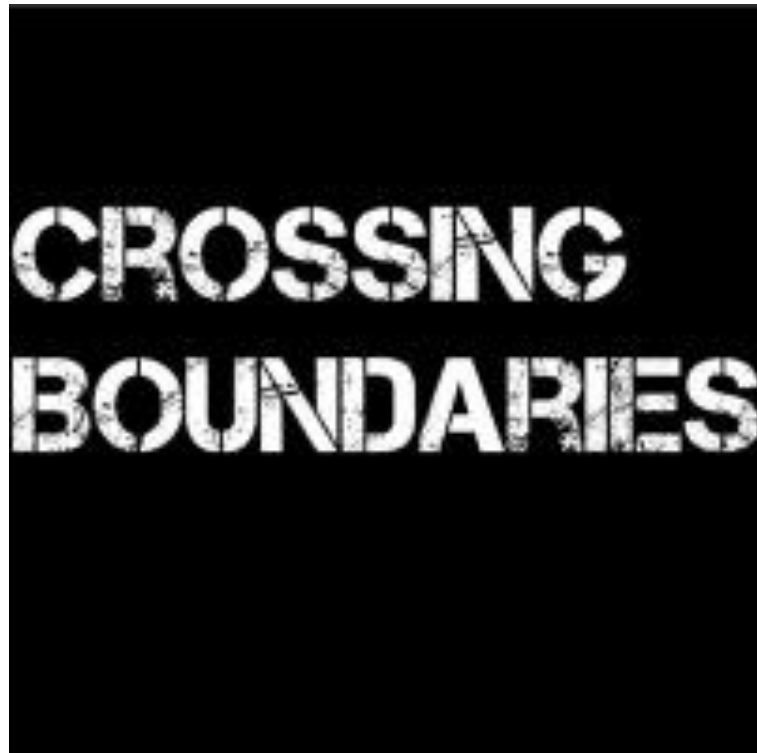
Create a framework for sharing experience and insight, supported by enabling technology, that enables contracting professionals and teams at all levels to search for, access and reuse the right knowledge at the right time.

# The Environment and Workforce Dynamics Drive KM Success

- Annual Budgeting Cycle vs. Multiple Year Planning
- Knowledge Leadership
- Collaboration Culture
- Learning Before, During, and After
- Enabling Technology and Tools
- Knowledge Demand /Knowledge Supply







## Knowledge Use and Flow

- Understand where you store your knowledge and why is this important
- Understand how easily knowledge “flows” across your organization
- How would you describe “knowledge sharing” within your organization?

# Value of Having a KM Strategy



- What is a KM Strategy?
- Why do you need one?
- How do you use the KM strategy?
- How do you know if you are achieving your KM strategy goals?

# Knowledge Management = Change Management

- What is changing?
- What are the “change” challenges?
- What can you do to begin to effect the necessary change?



# Why and How KM Practices Must Be Built Into How You Work

- “Critical and relevant” knowledge
- Value of codifying your work processes
- KM must be viewed as part of the way work gets done and not as an extra task
- Value of learning before, learning during, and learning after
- Value of Communities of Practice to move knowledge cross the organization



# Sustaining the KM Effort

- Knowledge Leadership
- Demonstrating the Value of KM in Achieving Mission Success
- Tying Measurable Performance Improvement to the Investment in KM
- Recognizing and Communicating KM Success





Bill Kaplan, CPCM, Fellow

[bill@workingknowledge-csp.com](mailto:bill@workingknowledge-csp.com)

[www.workingknowledge-csp.com](http://www.workingknowledge-csp.com)

[www.linkedin.com/in/billkaplankm](http://www.linkedin.com/in/billkaplankm)

571.234.5942