

# Track Introduction and Primer on Knowledge Management



## ***Breakout Session # 112***

Bill Kaplan, CPCM, Fellow  
Founder, **Working Knowledge**<sup>CSP</sup>

Date: July 19, 2010

Time: 1115-1230



# KM Track Preview

Monday, 19 July 2010

- **Session 112: Track Introduction and Primer on Knowledge Management**
  - Bill Kaplan/ **Working Knowledge**<sup>CSP</sup>
  - Thinking Through planning and building a KM Framework in your organization
- **Session 212: Organizational Knowledge Sharing Strategies**
  - Randy Adkins/ AlphaPort, Inc
  - Discussion of interorganizational knowledge sharing within contracting and activities you can take with you to improve sharing and expertise in your organization
- **Session 312: Knowledge Sharing-Learning at the Point of Need, and learning Asset Integration**
  - Lawrence Floyd/ Defense Acquisition University (DAU)
  - Impact of KM on personal earning, job performance, and, and organizational learning



# KM Track Preview

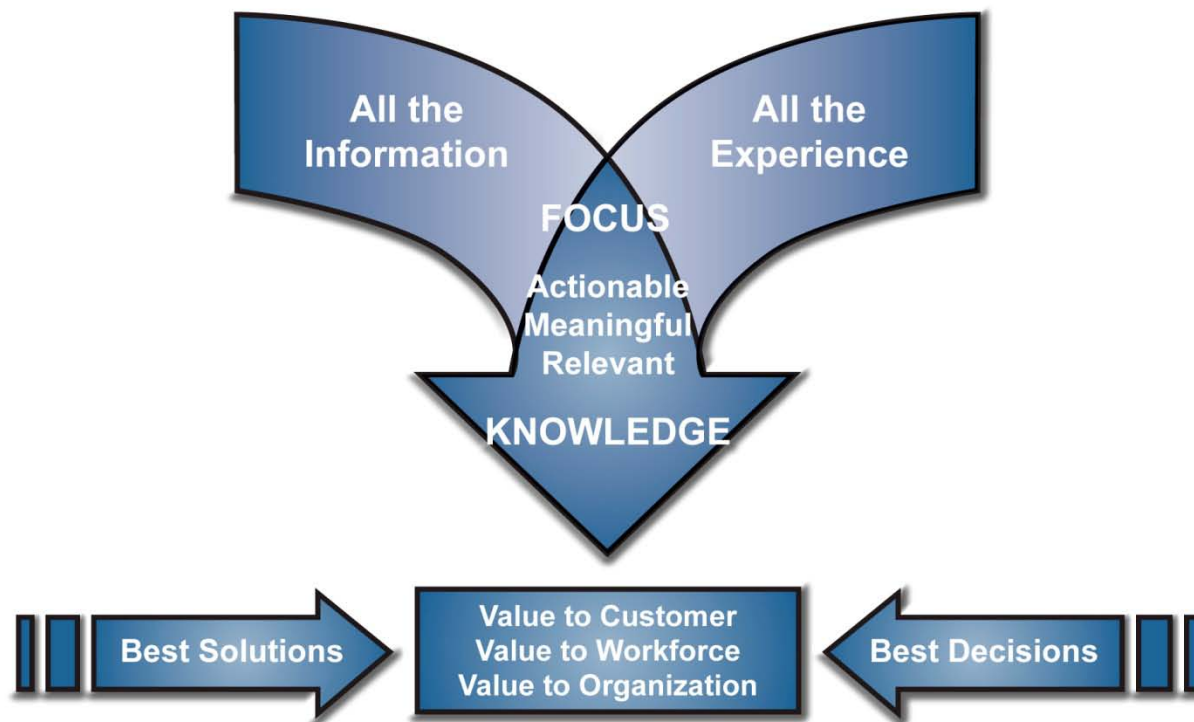
Tuesday, 20 July 2010



- Session 412: Faster, Better, Cheaper: How Knowledge-Enabled Acquisition Processes Can Cut Acquisition Lead Times
  - Diana Acsente/ Acquisition Solutions, Inc.
  - Applying acquisition expertise, KM practices, visualization tools, and web technology to provide adaptive and responsive learning environment that can reduce lead times
- Session 512: Deciphering Social Media—How to use Social Media for Success
  - Sean Fox/ Blogtronics, Inc.
  - Understand what is social media and how to use it in getting your job done
- Session 612: KM Q&A Coaching and Problem Solving Workshop
  - Bill Kaplan/ **Working** Knowledge<sup>CSP</sup> and other panel members
  - Ask questions on anything KM from starting your own program, maintaining an existing one to questions on any presentation—it's up to you!



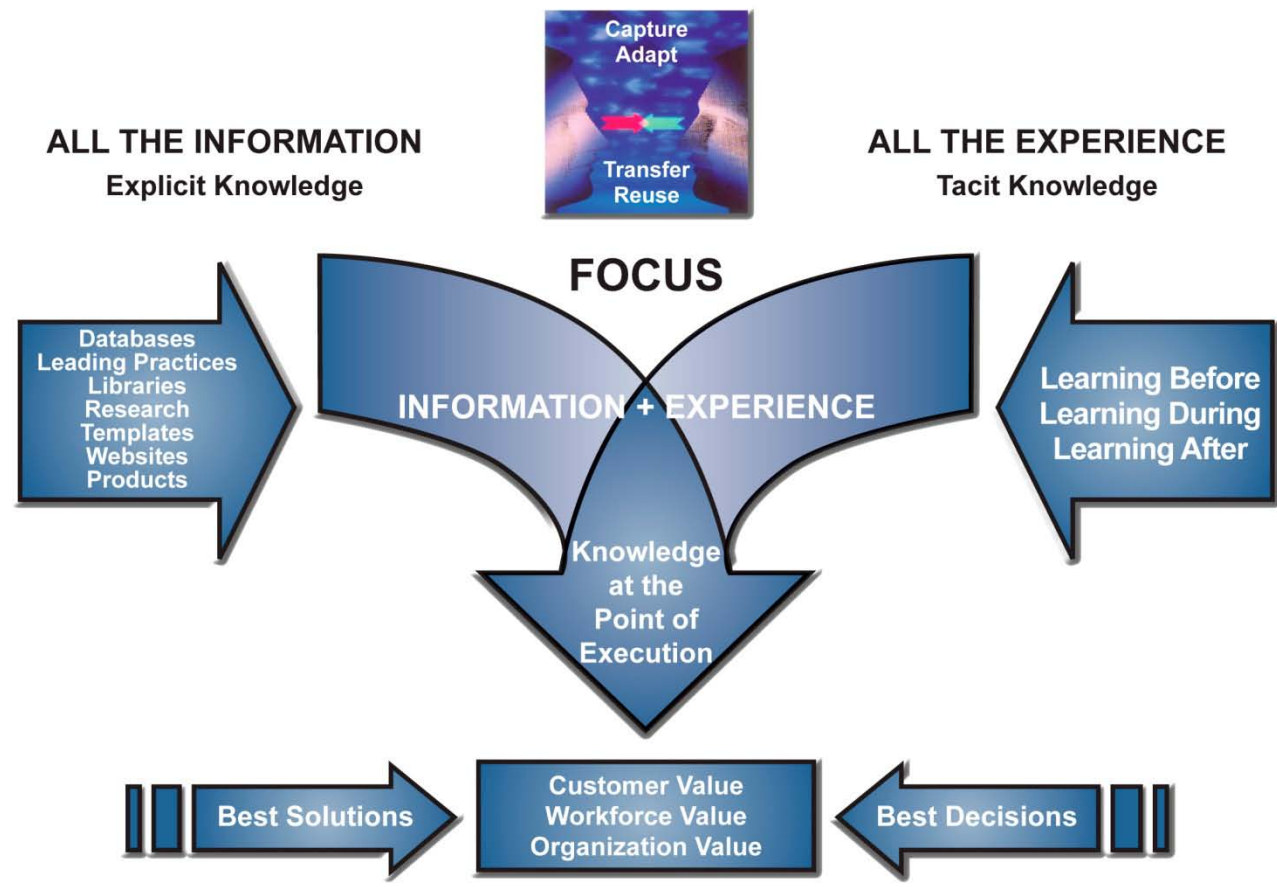
# One View of Knowledge



2005-2010©Working Knowledge<sup>CSP</sup>



# Where Knowledge Resides



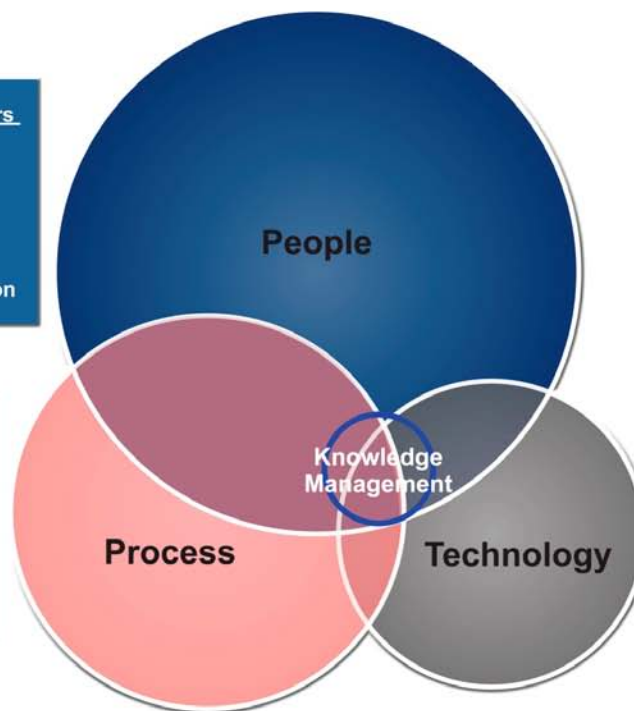
# High Performing Knowledge Enabled Organization

People share what they think others need to know.

- High Trust
- Partnering Mindset
- Collaboration is the norm (CoP)
- It's about the conversations
- Leadership demands collaboration

The latest know-how and experience is routinely embedded in strategy and operations.

- Fast Learning Processes
- Performance based process improvement
- Execution and Training are Aligned



People and their collective knowledge are secure, yet highly visible and easily accessible.

- Common sense security
- Accessible Networks
- Easy to find people who know
- Virtual Collaboration





# Solutions Approach: Concept | Strategy | Practice

## Knowledge Concepts:



Understand (1) the future state that you wish to achieve from leveraging “what you know about what you do” to improve business or operational performance, and (2) the outcome that you wish to achieve through your investment in Knowledge Management (KM)

## Knowledge Strategy



Any KM investment should be grounded in the overall strategic plan of your organization. Developing a KM Strategy and codifying this as part of the overall strategic plan helps to embed KM as an achievable and valued objective that is supported by leadership

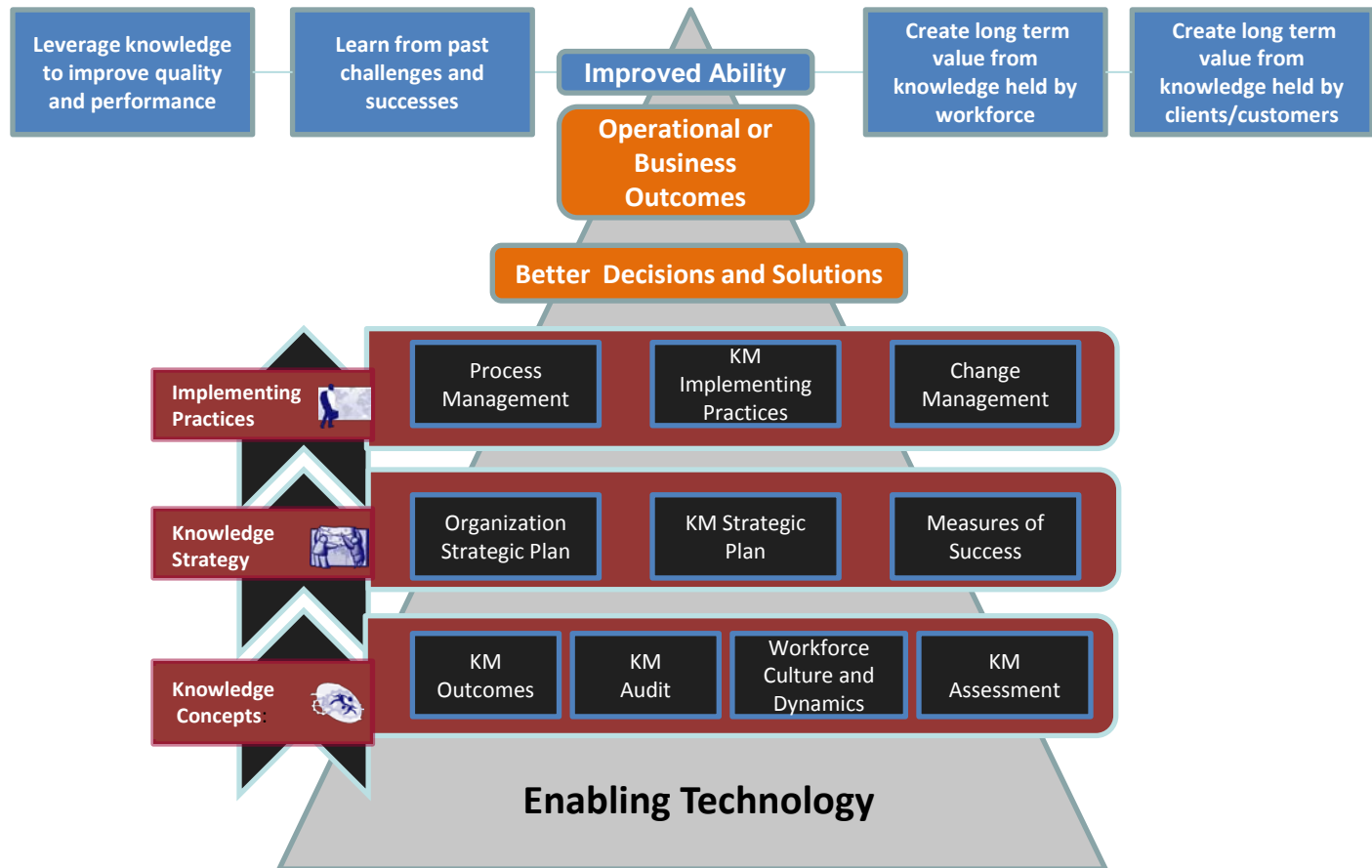
## Implementing Practices



Identify and implement the relevant KM practices, tools, and techniques that you will embed in your organization as part of the way you work to consistently capture, adapt, transfer, and reuse the critical and relevant knowledge needed to drive your desired strategic outcomes.



# Solutions Approach: Getting to Success in Your Organization





# Solutions Approach: KM in Practice



## Federal Emergency Management Agency (FEMA) Hazards U.S. Multi-Hazard (HAZUS-MH) Program (2009 - ongoing)

### Strategic Knowledge Management Framework



HAZUS-MH is a nationally applicable standardized methodology that estimates potential losses from earthquakes, hurricane winds, and floods. HAZUS-MH produces loss estimates based on state-of-the-art scientific and engineering knowledge and software architecture (models) essential for decision-making at all levels of government and are a basis for developing mitigation plans and policies, emergency preparedness, and response and recovery planning at the federal, state, and local levels. This project is delivering a sustainable KM framework including a robust and sustainable community of practice network linking federal, state, and local users, subject matter experts, and HAZUS-MH practitioners to:

- ✓ Categorize, centrally store, and make electronically accessible relevant HAZUS information created and collected over its performance history
- ✓ Update and further develop process maps (create a model development baseline) of the HAZUS modeling process
- ✓ Leverage (capture, transfer, and make readily available for reuse) experience and insight from those who not only build HAZUS-MH models, but also who use those models anywhere in the US so that:
  - Model development can be improved
  - Decision-making and mitigation planning from model application and use at all levels of government can be improved
  - Recovery from natural disasters using HAZUS models beyond the standard application of planning and estimating can be improved.



# More Information



Bill Kaplan

**Working Knowledge** CSP

Concept | Strategy | Practice

a service disabled veteran owned small business



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

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

571.934.7408

