

## William S. Kaplan

Knowledge Management Executive | Strategic Advisor | Change Leader | Trusted Consultant

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### EXECUTIVE PROFILE

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Seasoned knowledge management, strategic planning, and organizational change leader with deep experience helping organizations improve performance, retain critical knowledge, strengthen collaboration, and create measurable value from what they know. Recognized for translating knowledge management from concept into practical application by aligning strategy, leadership, workforce needs, operating realities, and enabling practices.

Founder and principal of Working Knowledge<sup>CSP</sup> LLC, with prior executive and senior leadership roles in consulting, corporate knowledge management, and the U.S. Air Force. Known for building trusted client relationships, leading complex initiatives, and helping organizations address business and operational challenges through practical, sustainable knowledge management approaches.

Brings a rare combination of executive leadership, consulting depth, facilitation skill, and real-world implementation experience across public sector, defense, higher education, private and international sector environments.

### AREAS OF EXPERTISE

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- Knowledge Management Strategy and Implementation
- Organizational Performance Improvement
- Strategic Planning and Balanced Scorecard
- Change Management and Organizational Integration
- Knowledge Transfer, Retention, and Collaboration
- Workforce Capability and Learning Performance
- Process Analysis and Knowledge-Based Quality Management
- KM Assessments, Environment Analysis, and Readiness Reviews
- Professional Facilitation and Executive Engagement
- Cross-Boundary Relationship Building
- Continuity of Operations and Workforce Turnover Risk
- KM Tools, Technology, and Enabling Practices

### CAREER HIGHLIGHTS

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- Founded and continues to lead Working Knowledge<sup>CSP</sup> LLC, providing practical knowledge management consulting that helps organizations create value from knowledge and improve mission and business performance.
- Served as Chief Knowledge Officer and Knowledge Management Practice Manager for Acquisition Solutions, where enterprise KM strategy and implementation contributed to sustained growth, stronger knowledge reuse, and improved client delivery.
- Helped position Acquisition Solutions as a recognized North American Most Admired Knowledge Enterprise (MAKE), with ranking improvement over multiple years against major organizations.
- Contributed to measurable business performance, including 13% organic revenue growth in 2008 over 2007 and a three-year combined annual growth rate of more than 20%.
- Developed a knowledge-based quality framework that supported strong client satisfaction and retention, including 90% of existing clients exercising options or awarding new business in 2008.

- Recognized internationally for leadership and contribution to the KM field, including the 2016 Knowledge Management Leadership Award and recognition among the world's 50 most influential Knowledge Management professionals.

## PROFESSIONAL EXPERIENCE

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### **Founder and Principal Consultant**

*Working Knowledge<sup>CSP</sup> LLC | 2009-Present*

Provide strategic advisory and consulting services focused on knowledge management, organizational learning, knowledge transfer, collaboration, and performance improvement. Help clients develop fit-for-purpose KM strategies and implementing practices that improve the use and flow of knowledge in daily work.

Selected Contributions:

- Advise organizations on practical KM concepts, strategy, and implementation approaches tied to business and operational priorities
- Help clients strengthen knowledge capture, transfer, reuse, and collaboration across teams and functions
- Facilitate leadership engagement and workforce understanding needed to sustain KM efforts
- Deliver trusted counsel, thought leadership, training, and presentations in support of long-term organizational capability

### **Adjunct Professor, Knowledge Management**

*University of Maryland Global Campus | 2019*

Taught knowledge management concepts and application, helping learners connect KM theory to organizational practice and performance.

### **Chief Knowledge Officer and Knowledge Management Practice Manager**

*Acquisition Solutions, Inc. | 2005-2009*

Led the development and integration of enterprise knowledge management practices across the organization and its client-facing operations. Embedded knowledge sharing and collaboration into routine planning and execution, improving adaptability, workforce leverage, and delivery quality.

Selected Impact:

- Designed and led the company's knowledge strategy
- Integrated KM into business and operational processes so knowledge capture, transfer, adaptation, and reuse became part of workflow
- Supported record year-over-year growth and improved organizational responsiveness
- Helped drive client quality improvements through a knowledge-based quality framework
- Supported national recognition through the MAKE program

### **Also Served As: Corporate Ethics Officer**

*2005-2009*

Developed a knowledge-based, systems-oriented ethics and compliance framework that strengthened corporate infrastructure and sustainability.

### **Deputy Director, Knowledge Management Consulting Practice | Senior Consultant**

*SAIC | 1998-2005*

Helped shape KM vision, strategy, processes, metrics, and tools for the SAIC Knowledge Management Consultancy. Led project teams supporting internal and external KM initiatives and was recognized as an early KM leader and practitioner in the government sector.

Selected Clients and Initiatives Included:

- SAIC

- Defense Threat Reduction Agency (DTRA)
- Defense Acquisition University (DAU)
- U.S. Army Corps of Engineers

## **United States Air Force**

*Multiple Command and Leadership Positions | 1973-1998*

Served in progressively responsible command and leadership roles, building a strong foundation in program management, organizational performance, leadership, mission support, and operational execution.

## **EDUCATION**

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- Professional Degree (PD), Engineering Management, Knowledge Management Concentration - The George Washington University
- Dwight D. Eisenhower School for National Security and Resource Strategy
- Defense Systems Management College, Program Management Course
- MBA - Southern Illinois University at Edwardsville
- BS, Business and Economics - Lehigh University

## **CERTIFICATIONS**

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- Certified Professional Contracts Manager (CPCM)
- Certified Professional Structured Facilitator (CPSF)
- DAWIA Level III, Program Management
- DAWIA Level III, Contracting

## **AWARDS AND RECOGNITION**

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- 2016 Knowledge Management Leadership Award, Global Knowledge Management Congress
- Recognized among the world's 50 most influential Knowledge Management professionals
- Working Knowledge<sup>CSP</sup> recognized by CIO Review as one of the top 10 Knowledge Management Solution Providers (2018, 2020)
- Working Knowledge<sup>CSP</sup> awarded Quality in Business certification by the International Trade Commission (2019)
- Working Knowledge<sup>CSP</sup> earned Quality Endorsement as an Accredited Consulting Services Provider from the International Trade Council (2017)
- Fellow, National Contract Management Association (NCMA)

## **SELECTED PUBLICATIONS AND THOUGHT LEADERSHIP**

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Author, contributor, speaker, and thought leader in knowledge management, organizational learning, and performance improvement.

Selected Works Include:

- Losing Your Minds: Capturing, Retaining, and Leveraging Organizational Knowledge (2010)
- Contributing chapters to KNOWledge SUCCESSION: Sustained Capability Growth Through Strategic Projects
- Contributing chapters to Getting Results: The Six Disciplines of Performance Based Management
- Contributor to KM Review, ASTD, Vine, LinkedIn, and other professional outlets

## PROFESSIONAL SERVICE

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- National Contract Management Association (NCMA) National Board of Directors, elected member (2009-2015)
- Newark Academy - Alumni Board of Governors (2013-2014)