

Module 8: *Managing Organizational Knowledge*

1. Knowledge Management Concepts, Philosophy, and Theory

Information Versus Instruction
Concepts of Knowledge Management
Elements of Knowledge Management
Goals of Knowledge Management

2. Knowledge Management History and Best Practices

History of Knowledge Management
Best Practices

3. Activities and Initiatives

Knowledge Mapping in an Organization
Purpose of Knowledge Mapping
Knowledge-Mapping Process
Key Principles of Knowledge Mapping
Understanding Corporate Culture and Leadership
Attitude of Management
Implementation of the Right Rewards and Incentives
Means of Capturing Knowledge
Knowledge Management Support in the Organization
Effects of Knowledge Management

4. Understanding Business Processes

5. Business Process Analysis

Business Process Identification and Discovery
Various Workflows
Analysis Tools and Techniques
Project Management and Project Life Cycle Issues

6. Technology Enables Knowledge Sharing

Overview
Content Management Systems (CMS)
Learning Content Management Systems (LCMS)
Portals and Portal Tie-ins with Related Sites
Document Management Systems
Collaboration Tools
Requirements

7. Information Architecture

Overview

Collaboration
Knowledge Bases
Systems

8. Database Management

Database Server Platforms
Query Generation
Specialists to Support the System
Performance Testing
Support for Specific Formats
Back-up Facilities and Fall-Back Procedures

9. System Analysis and Design

Standard Techniques for Developing Systems

10. Strategies to Manage Culture Change

11. Adult Learning Theory

12. After Action Review (AAR) Methodology

Measurement of Improvement
Lessons Learned Implementing Knowledge Management Systems
Metrics for Usage and Value

13. Glossary

14. Answer Key

15. Index

16. Case Studies

A Message From the Front: Implementing a Knowledge Based Organization
Hardwiring Learning Into Each Knowledge Line of the Enterprise