

Knowledge Management

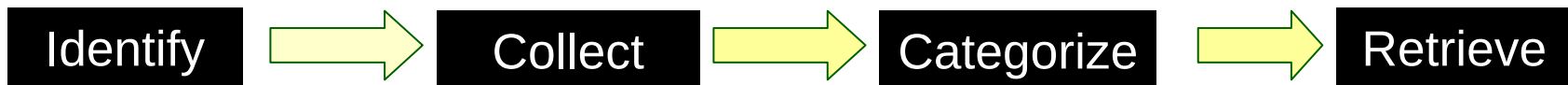
December 5, 200X

Knowledge Management Agenda

- Program Description
- Decomposition
- Managing Scope
- Long-term Roadmap
- DMAIC
- Quick Fix
- Defect Prevention
- Lessons Learned

Knowledge Management Charter

Program Description: Improve the process for identifying, collecting, categorizing, and retrieving corporate knowledge. Define the requirements for a system environment to store, maintain, and retrieve corporate knowledge (e.g., resumes, related experience, proposals, project data, technical and project management data, etc.)



Business Case: Areas that will have \$\$ values associated with on project by project basis:

- Decrease Redundancy of Information, Hardware, Staff
- Decrease Cost of Customer Solutions/Increase Contract Value
- Decrease Time to Market
- Decrease Quality, Delivery and Cost Risks of Delivering Solutions
- Increase Knowledge Retention

Knowledge Management Decomposition

Information Systems



Company Intellectual Capital



People



Industry

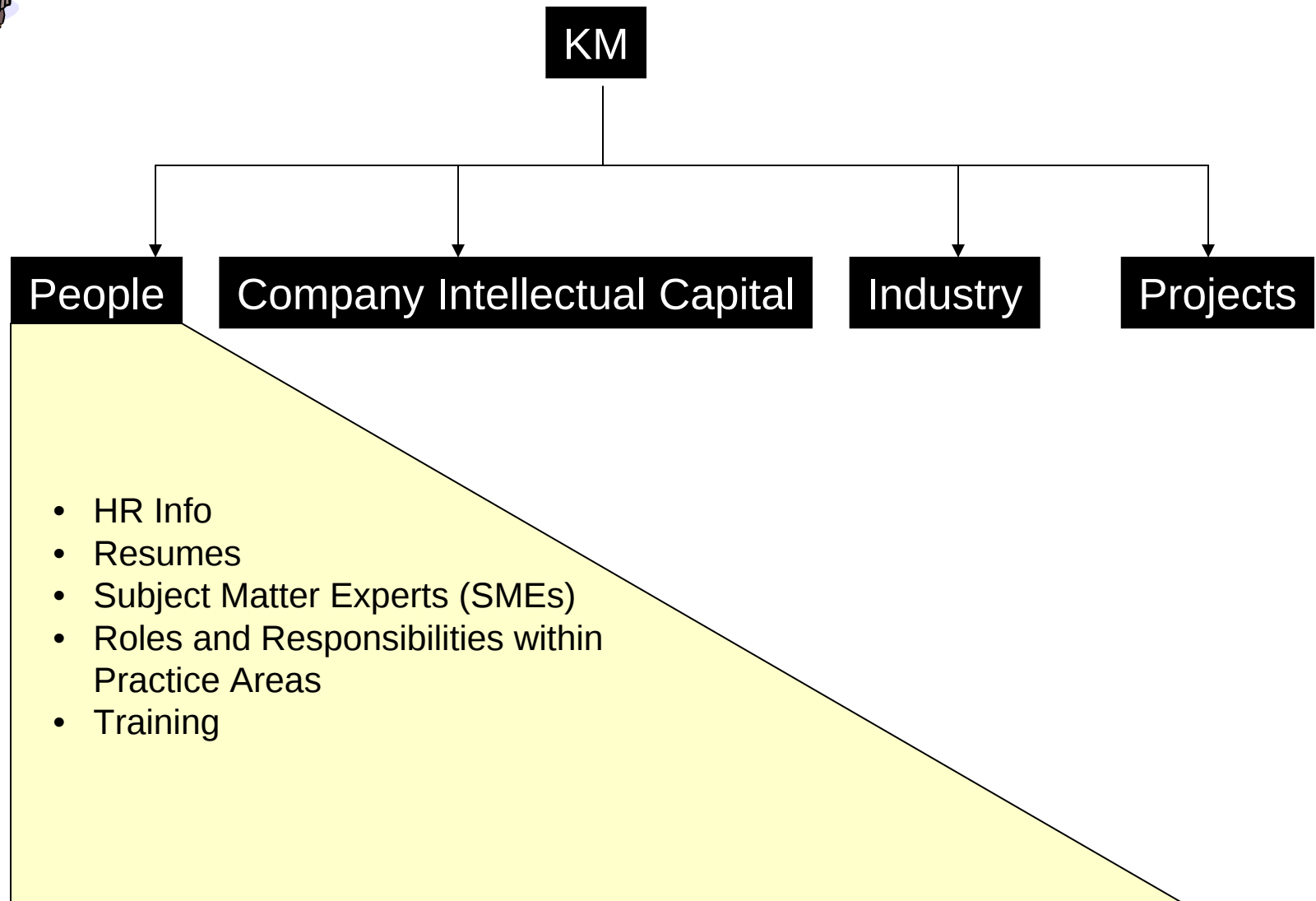
Projects



People Knowledge



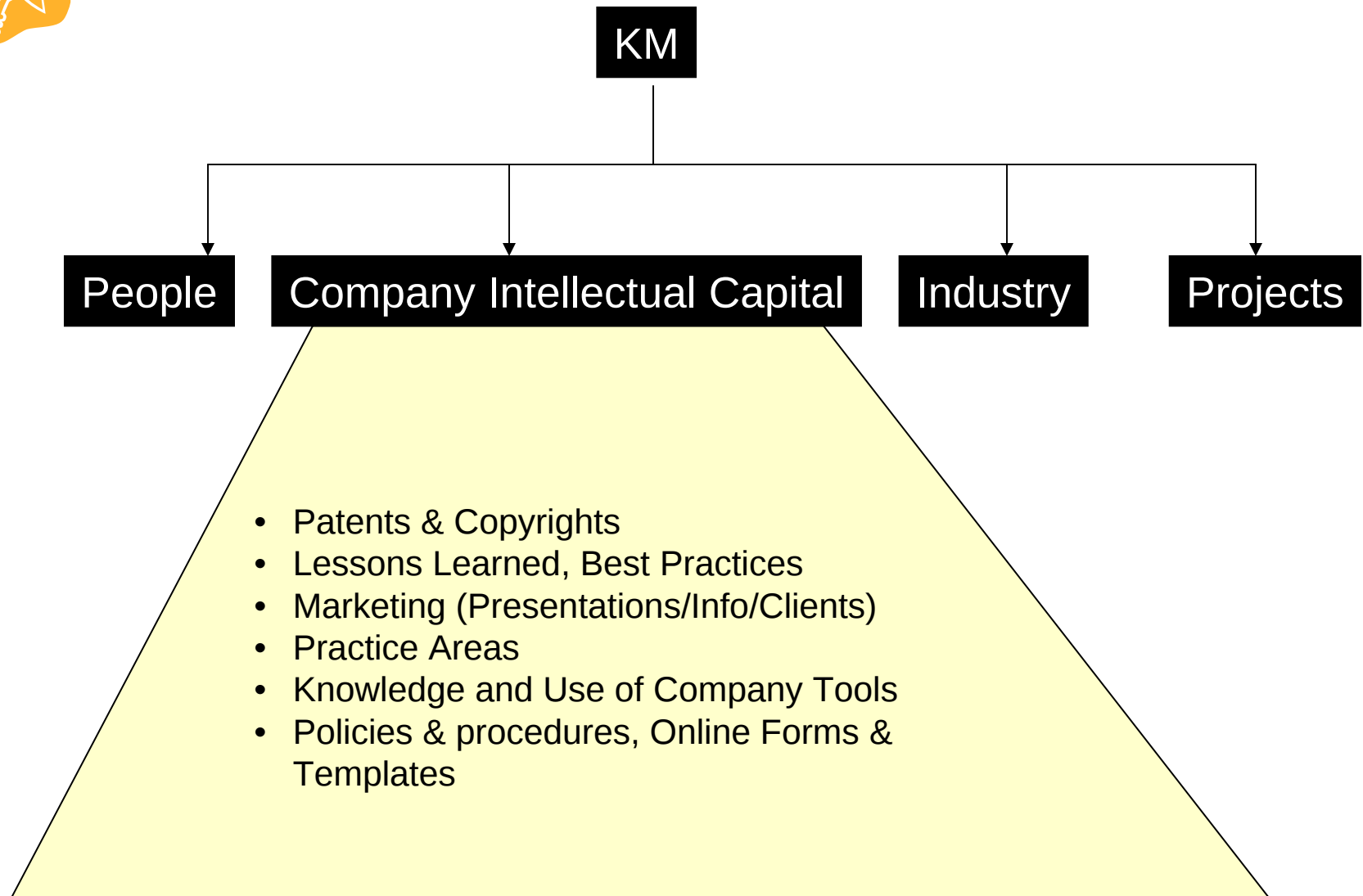
Information Systems



Intellectual Capital Knowledge



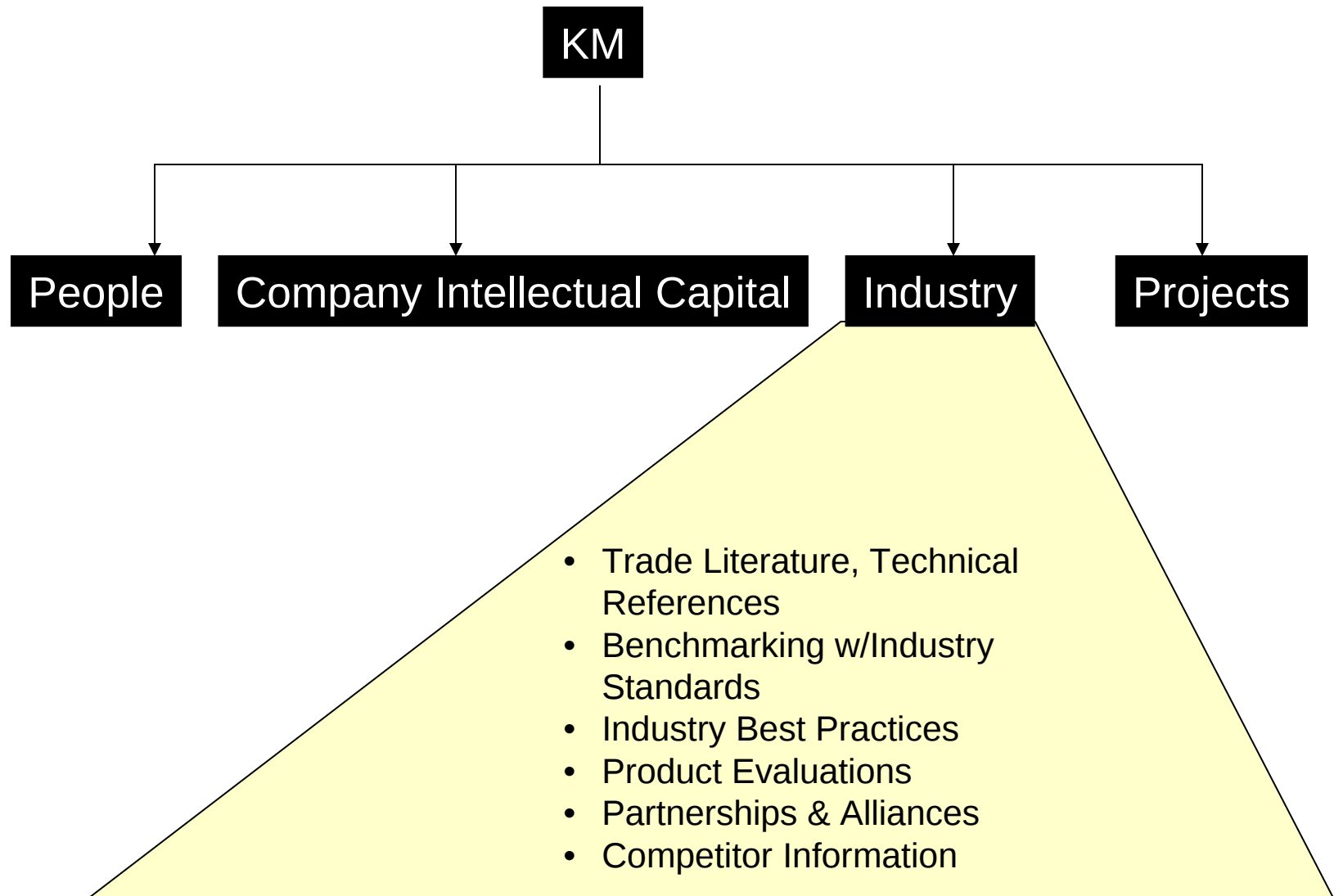
Information Systems



Industry Knowledge

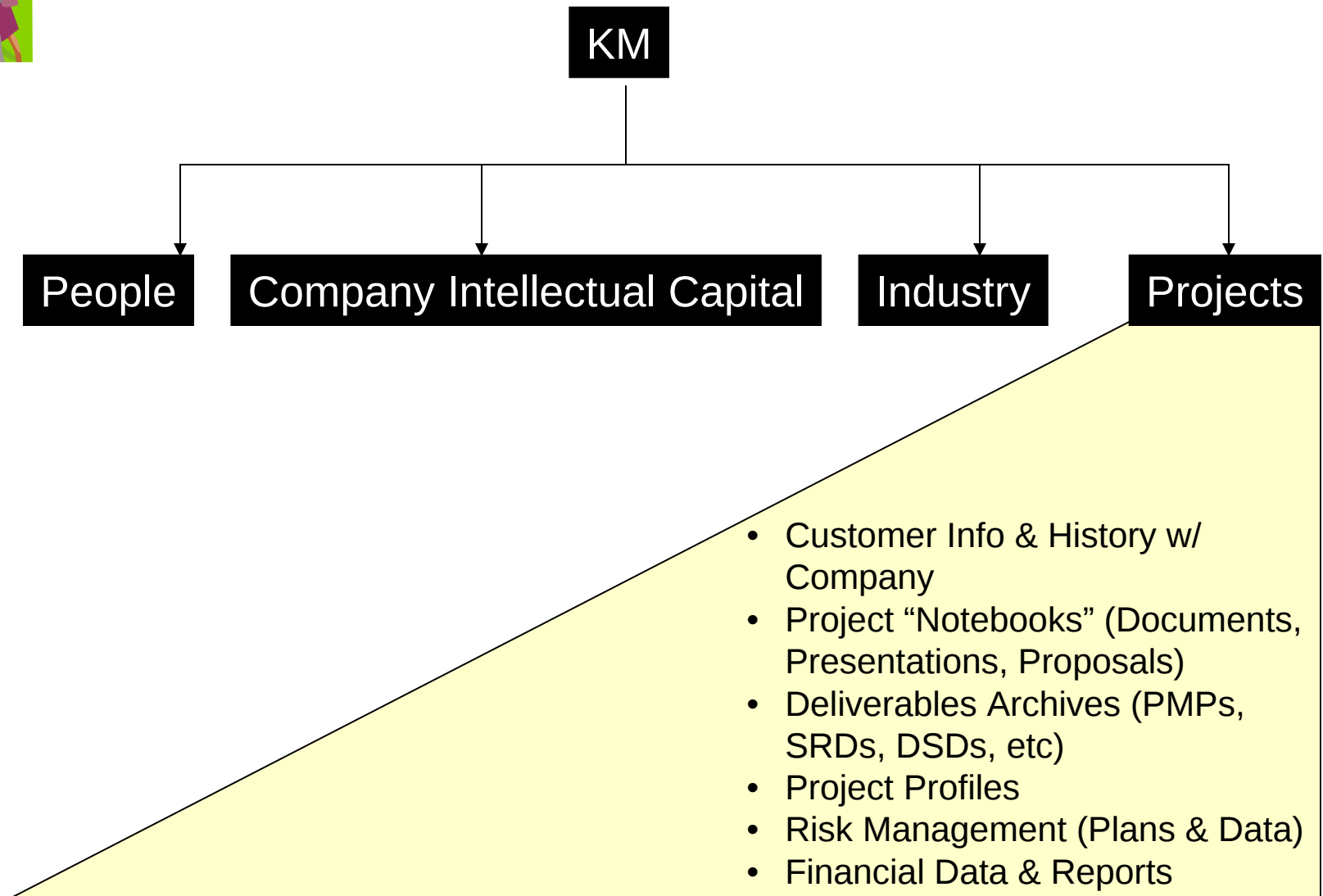


Information Systems



Projects Knowledge

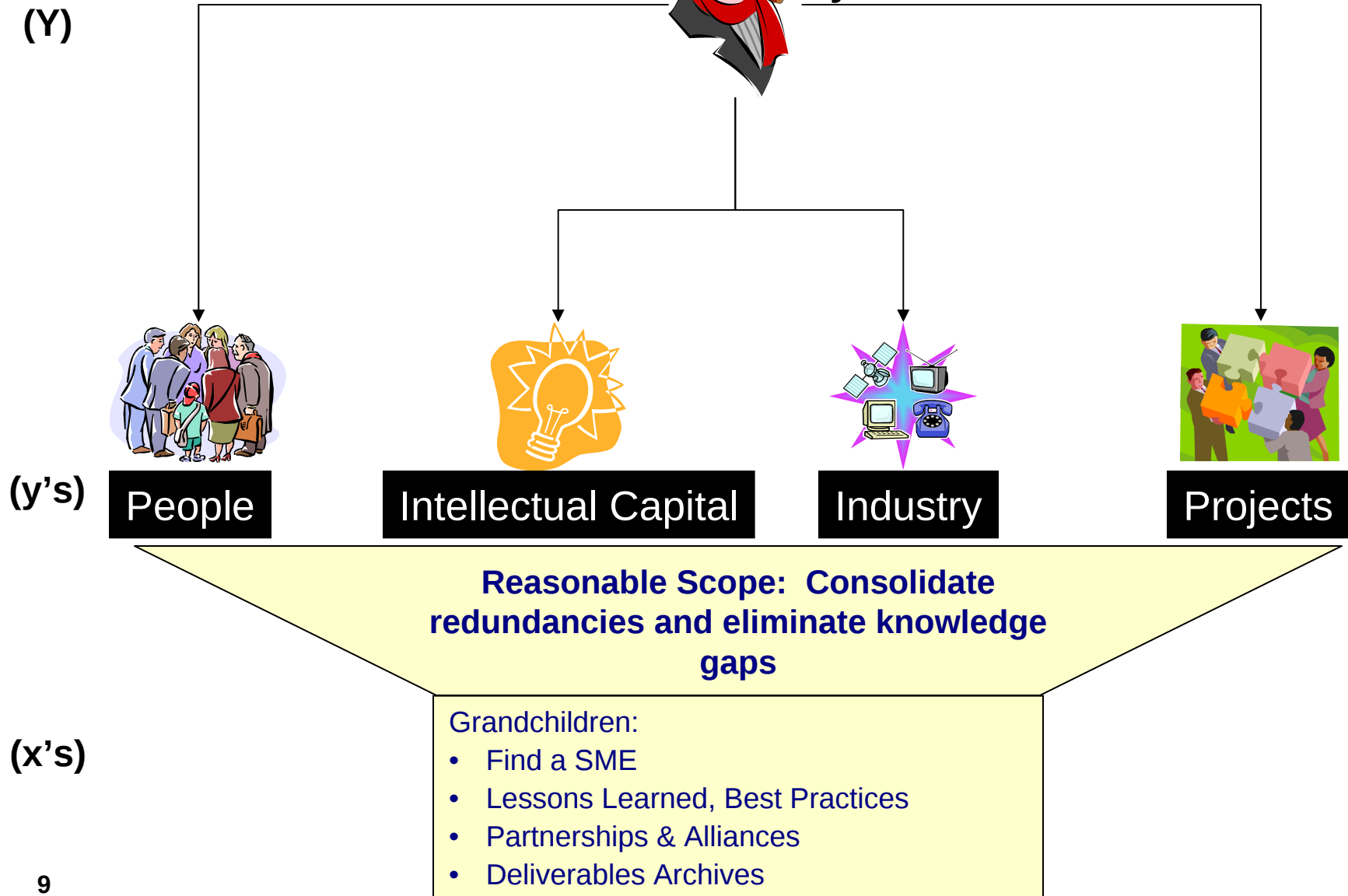
Information Systems



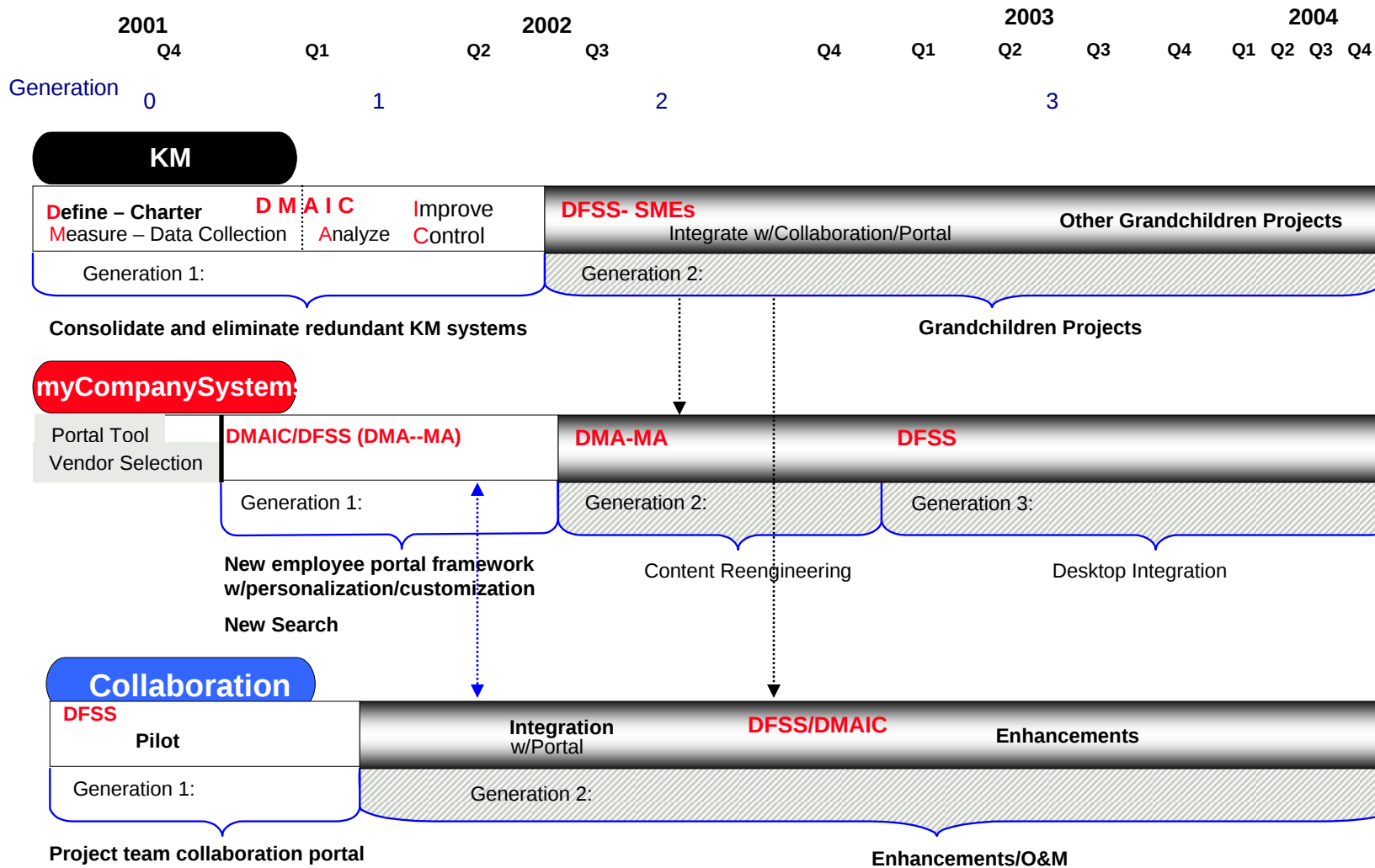
Knowledge Management Managing Scope

Grandparent: Overall
charter to improve KM
systems

Information Systems



Knowledge Management Long-Term Roadmap and Related Activity Timeline



Legend: Gen. 1: In Progress

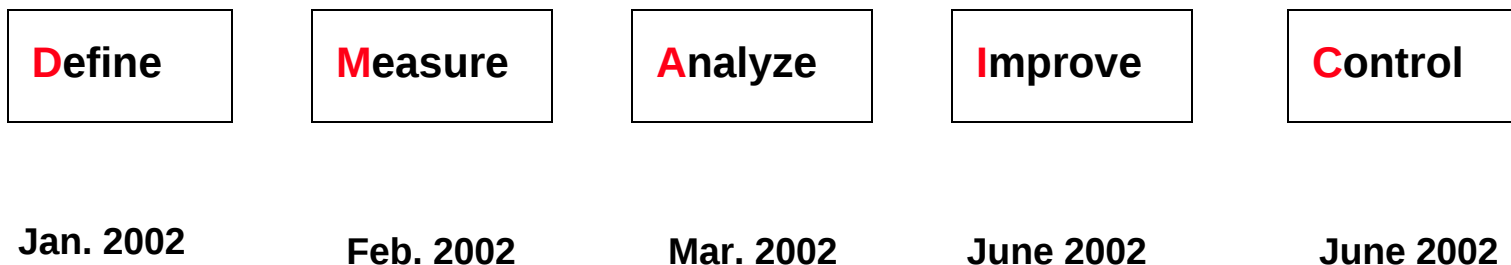
Gen. 2/3: Future

Knowledge Management

Sub-Charter - DMAIC

Program Description: Improve the current Company process for establishing Knowledge Management systems. Inventory all of the knowledge bases (KBs) within Company and determine which can be combined/eliminated

Business Case: For each KB, identify the owner and the 2002 budget associated with that KB. Develop a plan to combine/eliminate KBs and determine the resulting annual cost savings. Use portions of the 2002 KB budgets to perform the consolidation (self-funding).

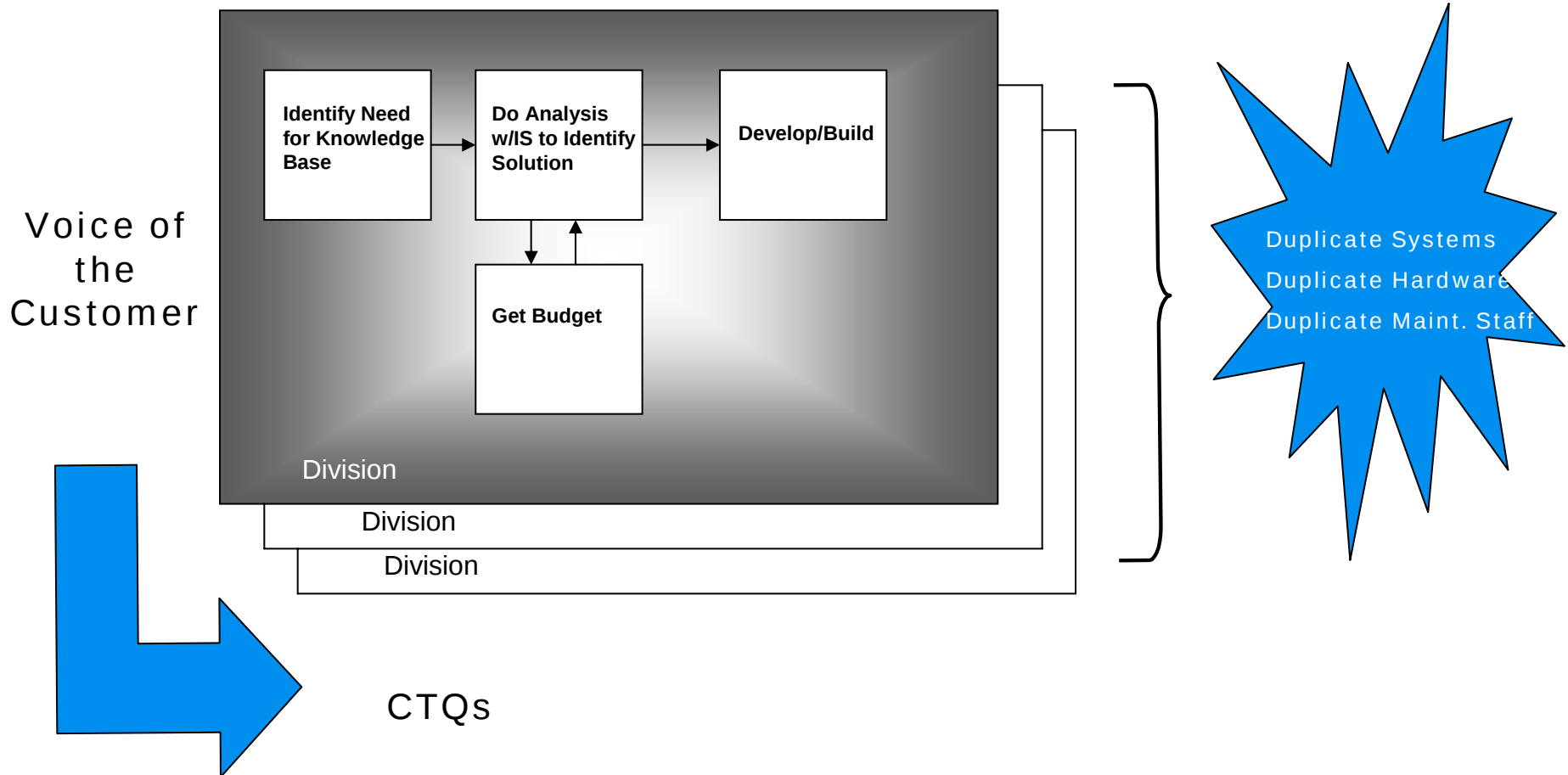


Knowledge Management

DMAIC - Define

Information Systems

Current Process Flow Diagram:



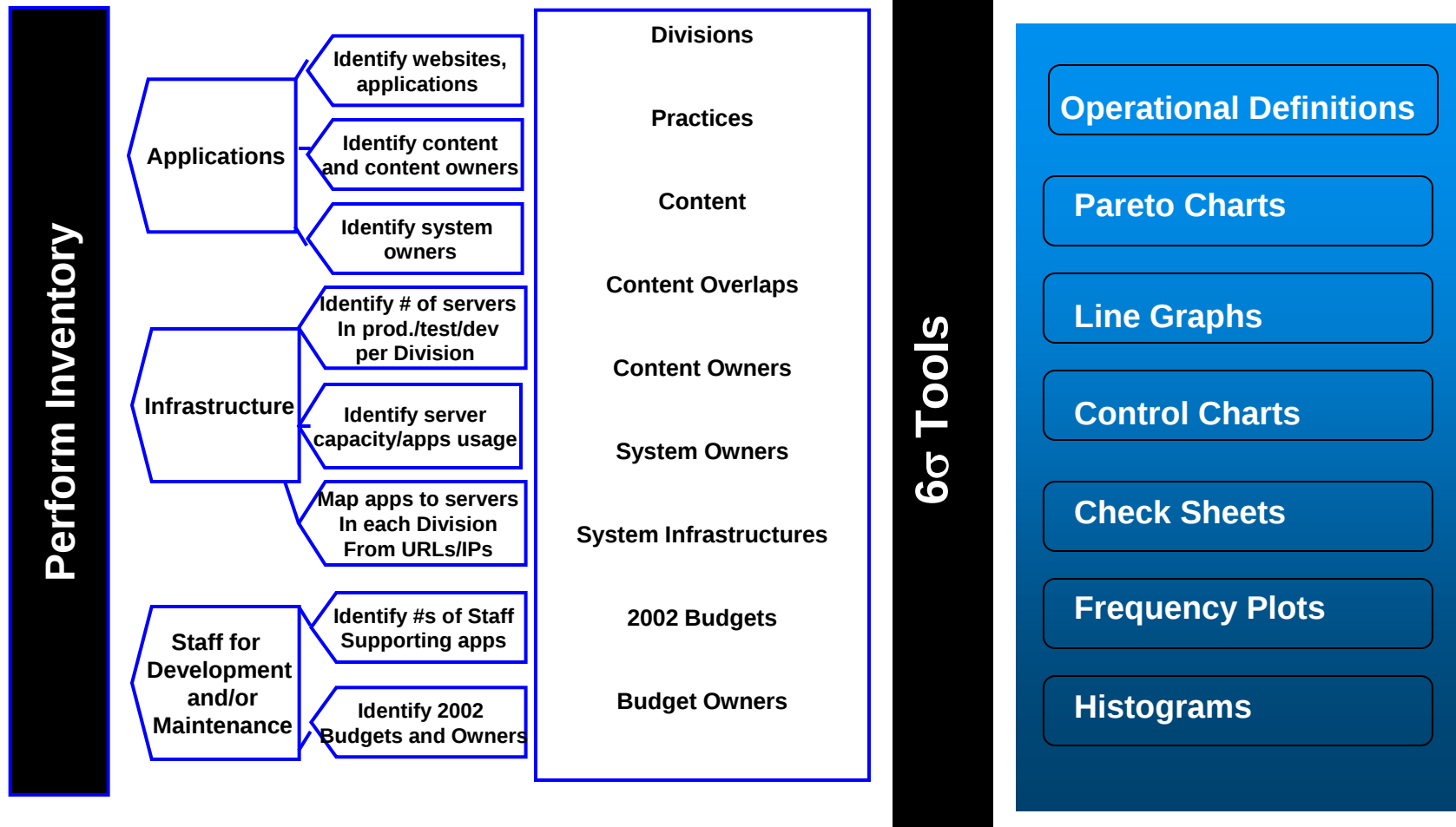
Knowledge Management

DMAIC - Measure

Data Collection

Data Stratification

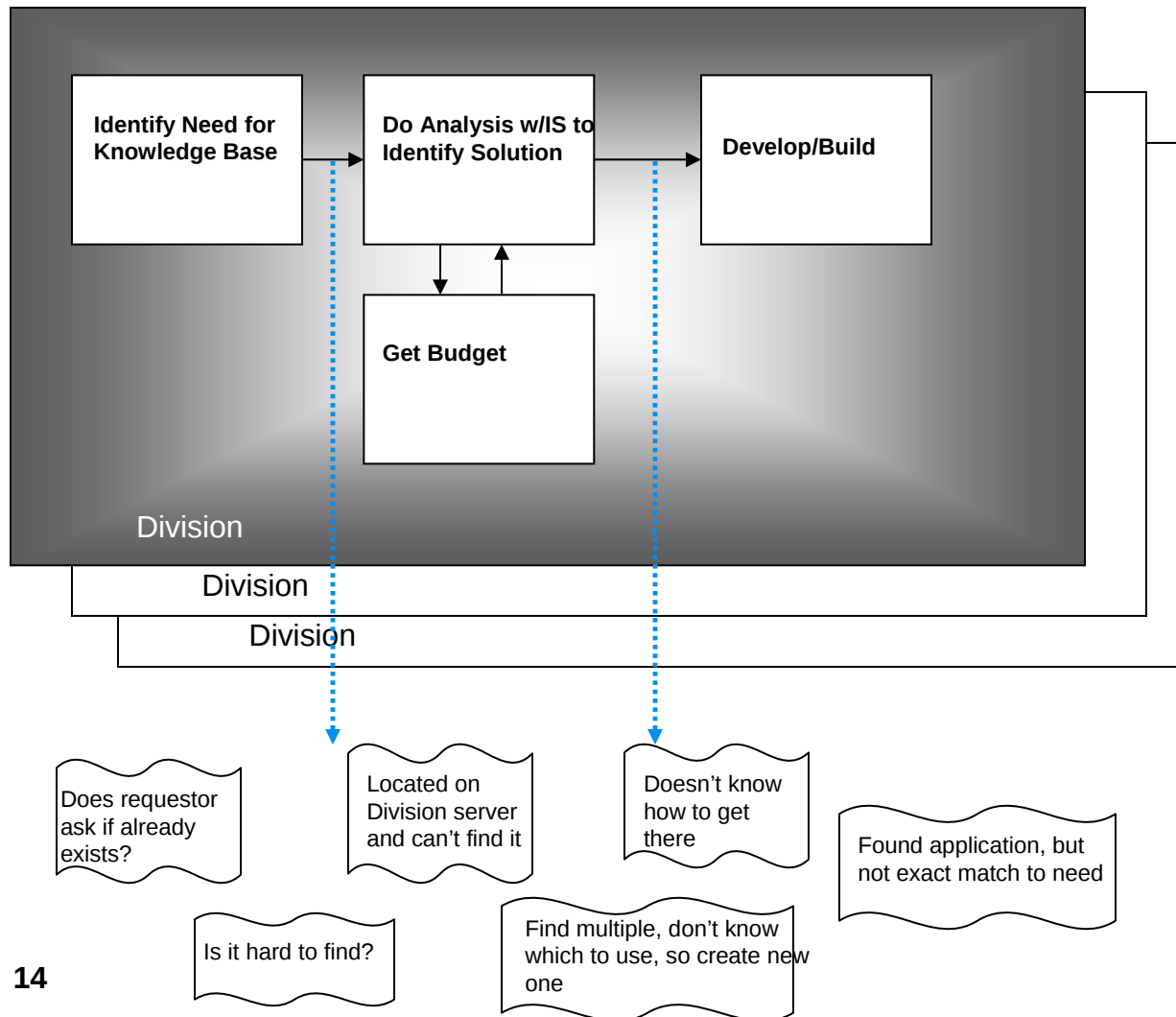
6σ Tools



Knowledge Management

DMAIC - Analyze

How & Why Defects are Created:



6σ Tools

Activity Flow Diagrams

The Five Whys

Cause and Effect

Brainstorming

Control Charts

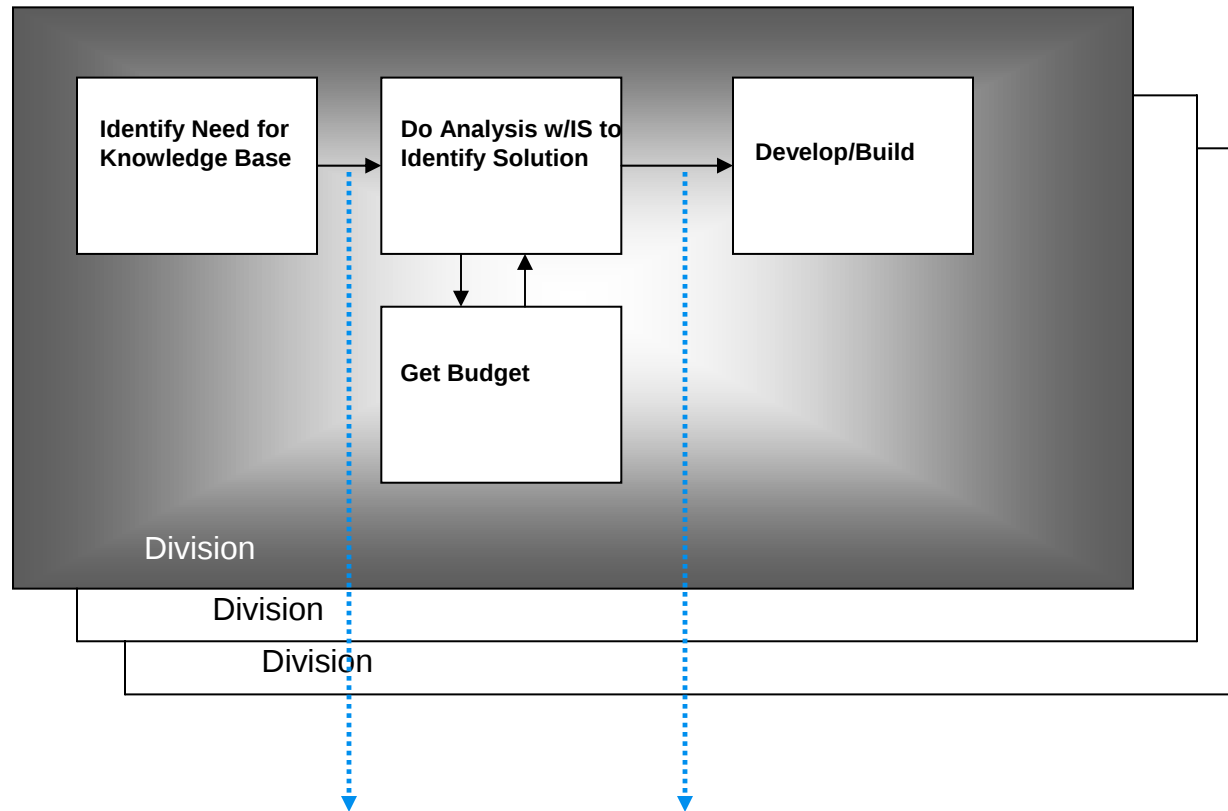
Scatter Plots

Pareto Charts

Knowledge Management

DMAIC - Improve

Information Systems



6σ Tools

Brainstorming

Consensus

Check Sheets

Data Collection Plan

Flow Diagrams

Stakeholder Analysis

Stratification

Immediate Remedy:

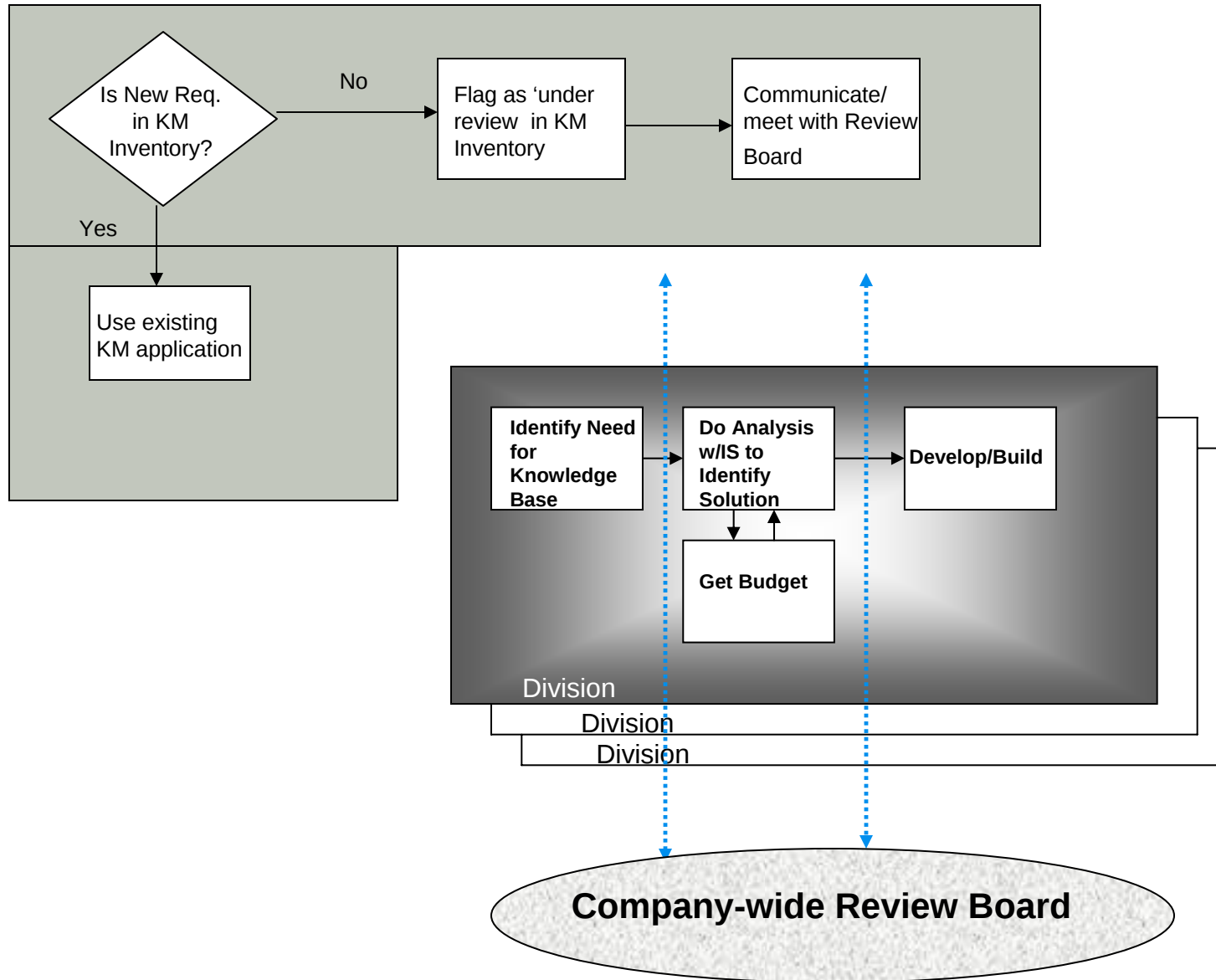
- Remove Duplicates
- Combine/Eliminate

Long-term Solution:

- Prevent Defects
- Establish Governance Process

Knowledge Management

DMAIC – Establish Governance Process



KM Architecture & Issues

- **Governance**
 - Governance regarding the development of and additions to the Company KM system will need tight Configuration Management to prevent defects
- **System Architecture & Administration**
 - KM systems typically are rather large and grow rapidly once users find value
- **Content Management & Quality Control**
 - Users must be able to find what they need and trust what they find
- **Supporting remote populations**
 - Company has a significant number of employees not directly connected to the Company network

KM Lessons Learned

- **Transitioning former f/t Position**
 - Assign 'Acting Manager'
 - Push back on Manager
- **Narrowing Scope**
 - Decompose the problem
 - Create sub-charters
- **Managing Multiple Projects (6 to date)**
 - Assign Lead Green Belts
 - Align projects with each other as appropriate (timeline & dependencies)
 - Meet regularly with Green Belts
- **Using Six Sigma Resources**
 - Meet often with Master Black Belt
 - Communicate with other Black Belts