

Knowledge Management Assessment

An assessment is an operational analysis of the knowledge management initiative compared to the organization's objectives and industry best practices. The goal of this assessment is to produce a findings and recommendations report that could be used to strengthen the current initiative. The key areas of evaluation will include:

- Processes for Capturing, Optimizing, Delivering, and Managing Knowledge
- Content Standards Guide
- Performance Assessment Plan
- Communications Plan
- Role Development Plan
- Technology Map
- Knowledge Access and Usage
- Employee and Management Support for the Initiative

IHS will assign a Senior Consultant with extensive knowledge management experience to this project. Your organization will assign a Site Contact that will work with the Consultant to complete this task.

A Knowledge Management Assessment will consist of 5 days of on-site evaluations. During this time the following objectives will be accomplished:

- ✓ Interviews of analysts, managers, and potentially customers
- ✓ Observations of usage within the support center
- ✓ Data-collection of documentation and reports
- ✓ Hands-on usage of your existing technology

IHS Support Solutions will then spend 5 days to analyze this information and develop a findings and recommendations report based on industry best practices and your organization's objectives.

Best Practices

Our consultants have an extensive background in Knowledge Management. They have experiences with both the traditionally knowledge engineering methodologies and the Knowledge-Centered Support (KCSSM) methodology. IHS Support SolutionsSM is the founder of the Knowledge Management Maturity Model and has assisted Consortium for Service Innovation and the Help Desk Institute in the development of KCS.

Outcomes

The results will be a written recommendation and a presentation of findings to your organization's management. A gap analysis compared to best practices is utilized to identify opportunities for improvement. A targeted high level action plan can lay the foundation for an improvement initiative.

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