



Harness the Power of Knowledge

Knowledge Management

Our Capability

- ◆ Strategy Development
- ◆ Requirement Specifications
- ◆ File Classifications / Taxonomies
- ◆ Retention Schedules
- ◆ Information Audits
- ◆ Change Management
- ◆ Communication Planning
- ◆ Corporate-wide Implementations
- ◆ Procedures and Documentation
- ◆ Scoping and Feasibility Studies
- ◆ Project Management
- ◆ Business and Workflow Analysis
- ◆ Blueprint Development
- ◆ Training

Our Approach

- ◆ Partnership
- ◆ Knowledge Transfer
- ◆ People Centric Approach
- ◆ Methodology Driven
- ◆ Benefits Driven
- ◆ Technology

Challenge

Competitive organizations use knowledge to optimize decision-making, inspire innovation, increase responsiveness, reduce costs, and improve performance. Knowledge can be your most valuable asset, but only if you learn to harness it.

When ideas, experiences, policies, procedures, best practices, and other valuable knowledge are undocumented, hard to find, out of date, or difficult to understand, employees become frustrated and make mistakes, productivity declines, and performance suffers.

Many organizations are turning to technology to capture and manage knowledge, but fail to look at the whole system, including the quality of the content and how people use it.

Solution

To take advantage of the promises of Knowledge Management, organizations need to re-evaluate the effectiveness of their existing systems and practices, for capturing, managing, and sharing knowledge. New processes, practices, skills, roles and responsibilities, as well as rewards need to be put in place to help employees understand what is expected of them and how to be successful in a knowledge-sharing environment.

Technology is a piece of the solution, but the real key to success is implementing best practices for capturing, organizing, and sharing high-quality content.

Services

iKnow offers the following services to help organizations implement effective knowledge management solutions

Knowledge Management Strategy Consulting: We help identify opportunities for knowledge management, establish meaningful knowledge management project goals and priorities, and design solutions and implementation plans that address your priorities and requirements.



Services

Knowledge System Audit: We conduct a comprehensive review of how effectively your organization's knowledge systems and practices support a key business process or objective. We identify inefficiencies, potential risks, and opportunities for using knowledge to improve business performance. We then provide you with specific recommendations for improvements, priorities, and next steps.

Knowledge Architecture and Design: We design knowledge architectures, meta-tagging schema, templates, and standards to guide how knowledge system content is organized, structured, and used.

Knowledge Capture: We interview experts to find out what they know and what they do, and then we document that knowledge using our proven methodology.

Content Development and Restructuring: We develop high-quality structured content to populate knowledge management systems and we restructure existing content to optimize its effectiveness in your knowledge management system.

Training Development: We create effective training solutions that help workers assimilate new knowledge and skills quickly.

Learning Programs: We teach knowledge workers and writers to document knowledge content so that is clear, effective, easy to use, reuse, and maintain.

Establishing effective processes and standards for capturing and managing knowledge can help organizations

Results

- ◆ efficiently navigate mergers and acquisitions
- ◆ improve customer service
- ◆ satisfy regulatory requirements
- ◆ implement time-saving best practices and systems
- ◆ enhance sales productivity
- ◆ minimize disruptions from restructuring and retirements, and
- ◆ reduce training and support costs.

SELECTION OF OUR CLIENTS

- ◆ Genesis Energy
- ◆ ONTRACK
- ◆ Meridian Energy
- ◆ Otorohanga District Council
- ◆ North Shore City Council
- ◆ Dept of Conservation
- ◆ South Waikato District Council
- ◆ Dept of Labour
- ◆ Earthquake Commission
- ◆ NZ Trade and Enterprise
- ◆ Ministry for the Environment
- ◆ Tower
- ◆ Dunedin City Council
- ◆ Jacques Martin
- ◆ West Coast Regional Council

The competitive edge you need is within your organisation. Let iKnow help you harness the power of knowledge.

Request a call or appointment by emailing contactus@iKnowGroup.com