

A decorative border made of brown, stylized scrollwork or vine patterns, framing the central text area.

Planning a KM Portal

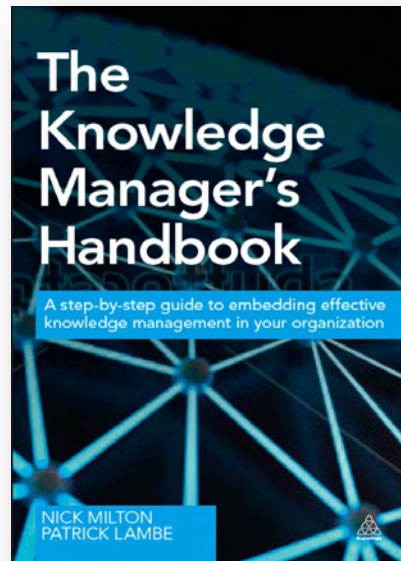
ISKO Singapore

27 November 2015

Agenda

- 1 – The relationship between KM and KM Portals
- 2 – Identifying stakeholders, needs and objectives
- 3 – Building a “strategy on a page” for a KM Portal

Acknowledgement: April 2016



Nick Milton and Patrick Lambe

The Knowledge Manager's Handbook: A Step By Step Guide to Effective Knowledge Management Implementation

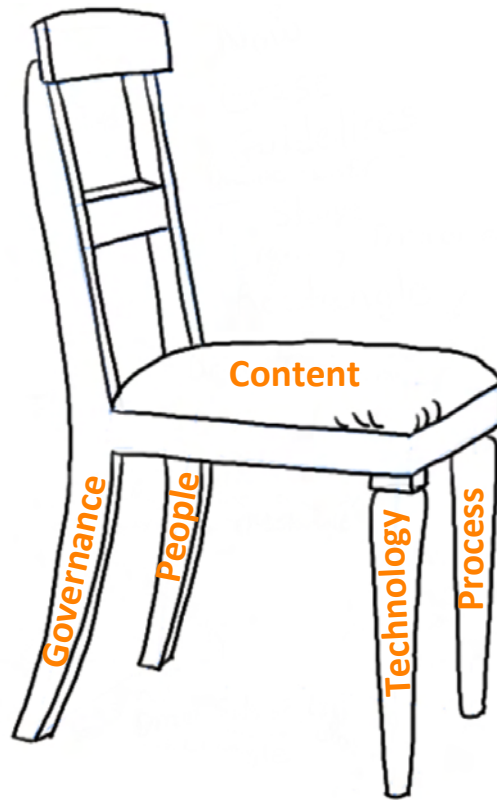
(London: Kogan Page 2016)

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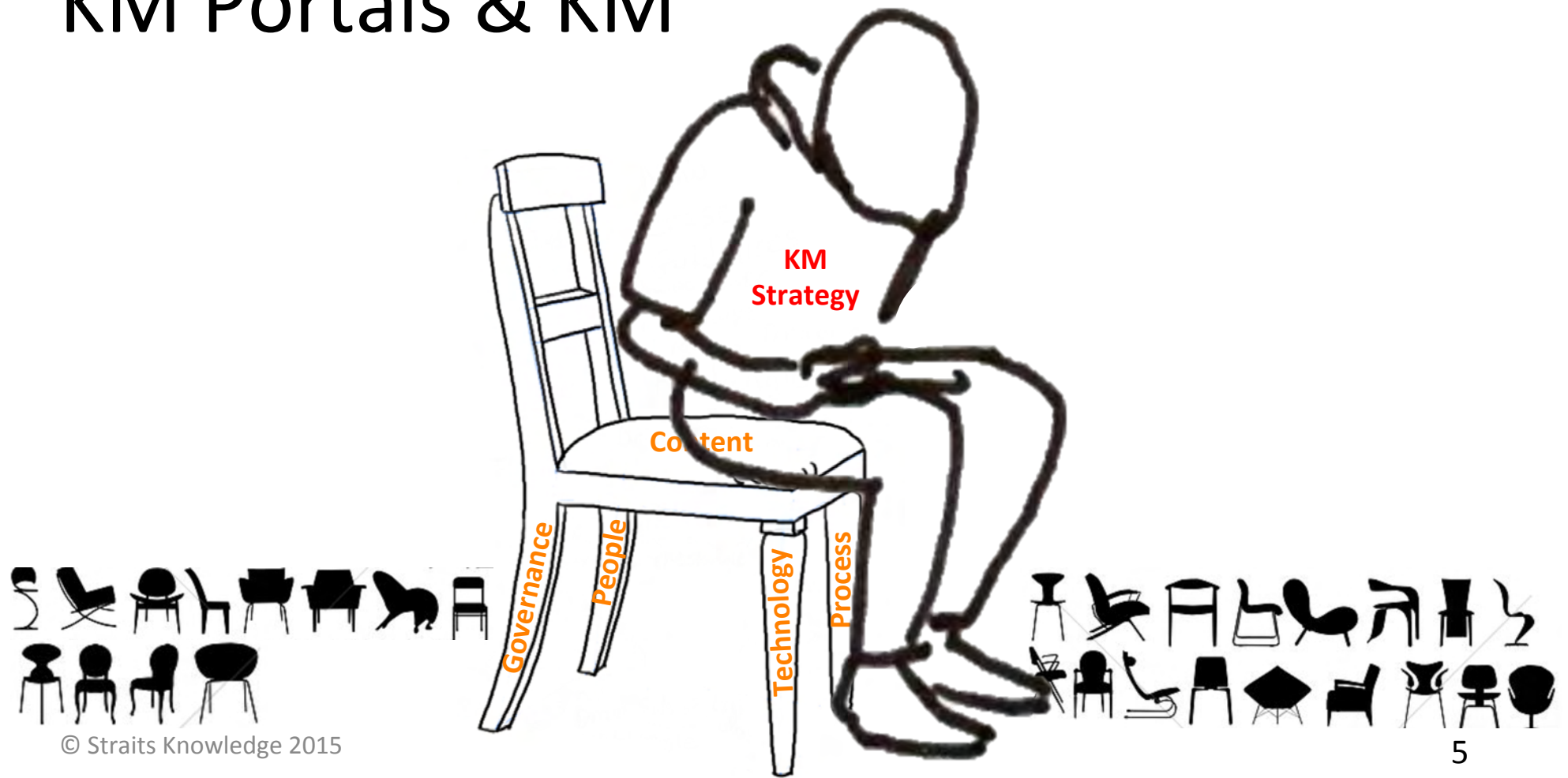
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KM Portals & KM



KM Portals & KM



Strategy on a Page (SOAP)

OBJECTIVES	FUNCTIONS	CONTENT	PEOPLE	PROCESS	TECHNOLOGY	GOVERNANCE
5. Purpose Statement for KM Portal (write this LAST)	6. Other KM activities besides portal					
4. User Benefits of KM Portal	What KM is the KM Portal supporting?					
	Collaboration (Teams, Projects, Communities?)					
	Current Awareness					
	Problem Solving (what problems? for who?)					
3. Main user groups and their pre-portal challenges (eg Coordination, Memory, Learning)	Access to People (for what?)					
	Taskonomy (supporting a workflow/process)					
	Dashboards and Analytics (what?)					
	Access to Content (for what?)					
2. Business benefits of KM Portal – why would senior mgmt. support it?	Knowledge Continuity (who? what capability?)					
	Recordkeeping (records of what?)					
1. Key business priorities facing your organization	Organisat. Find, Navigate (what? for who?)					
	Learning in Processes (eg lessons from projects/cases)					
	Accelerating Learning Curves (whose?)					





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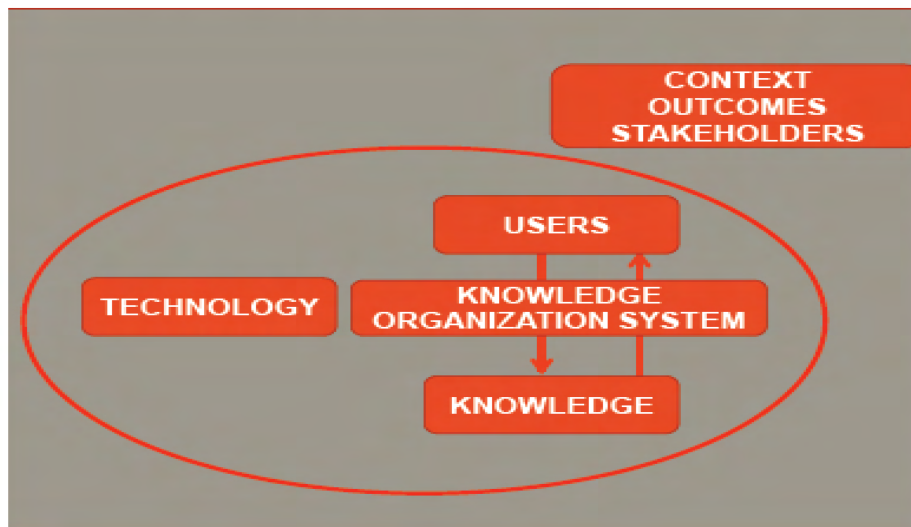
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