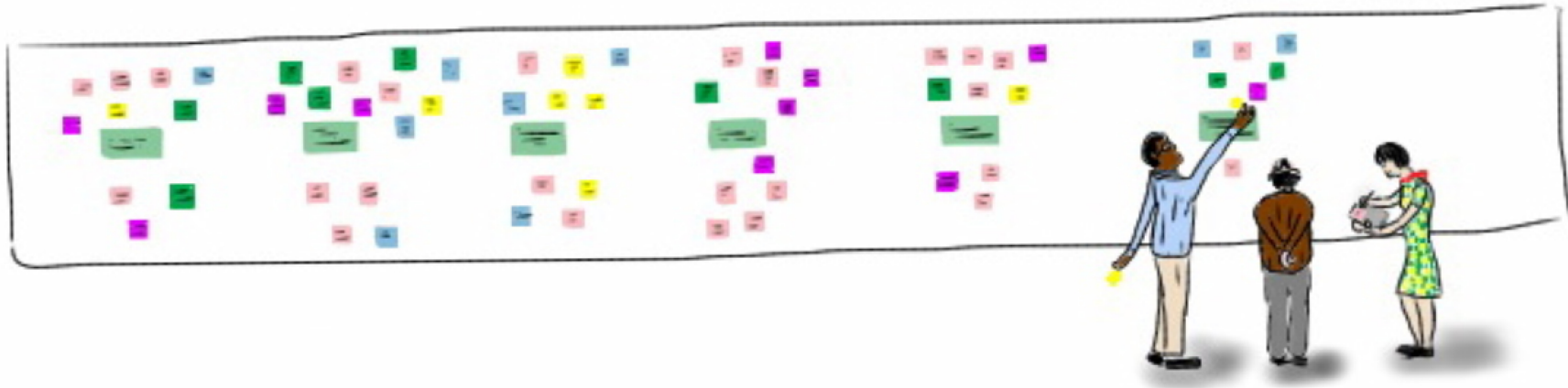




Knowledge Mapping: identifying and mitigating knowledge risks

Patrick Lambe KM World 2016

Types of Knowledge Risk



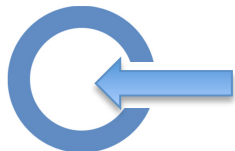
- Knowledge Continuity



- Knowledge Articulation



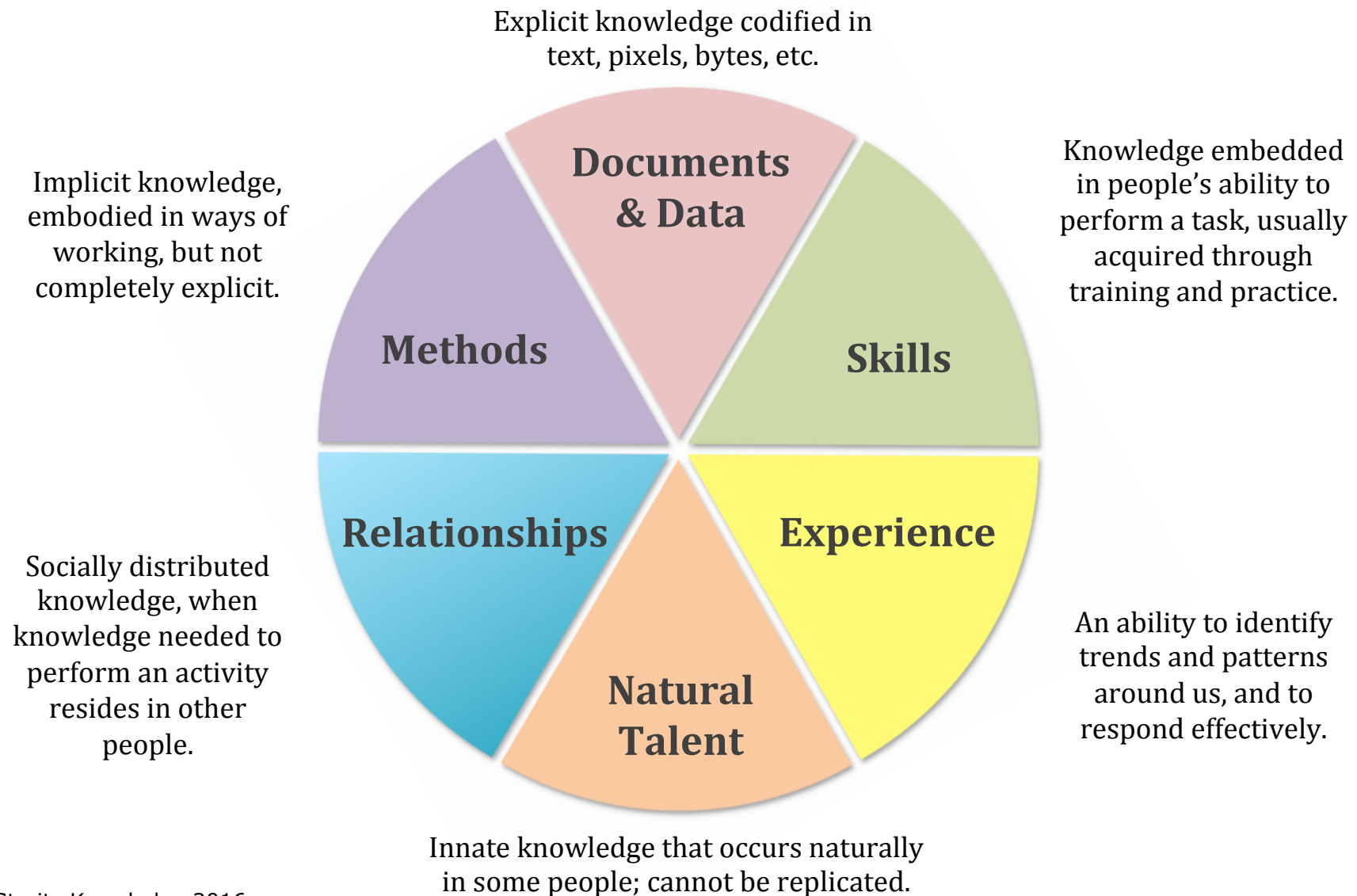
- Knowledge Outsourcing



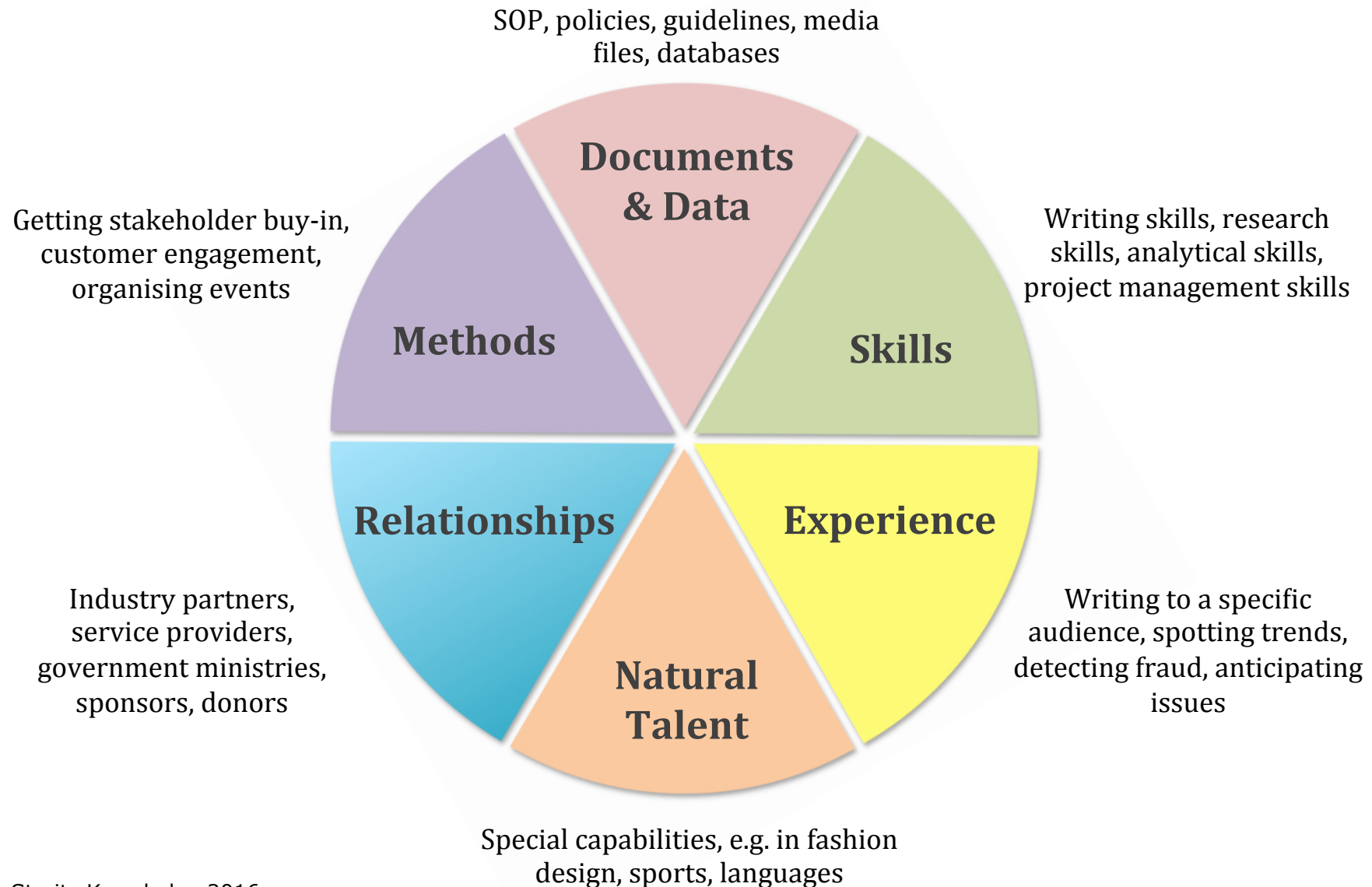
- Knowledge Acquisition

How do we detect, avoid, mitigate these risks?

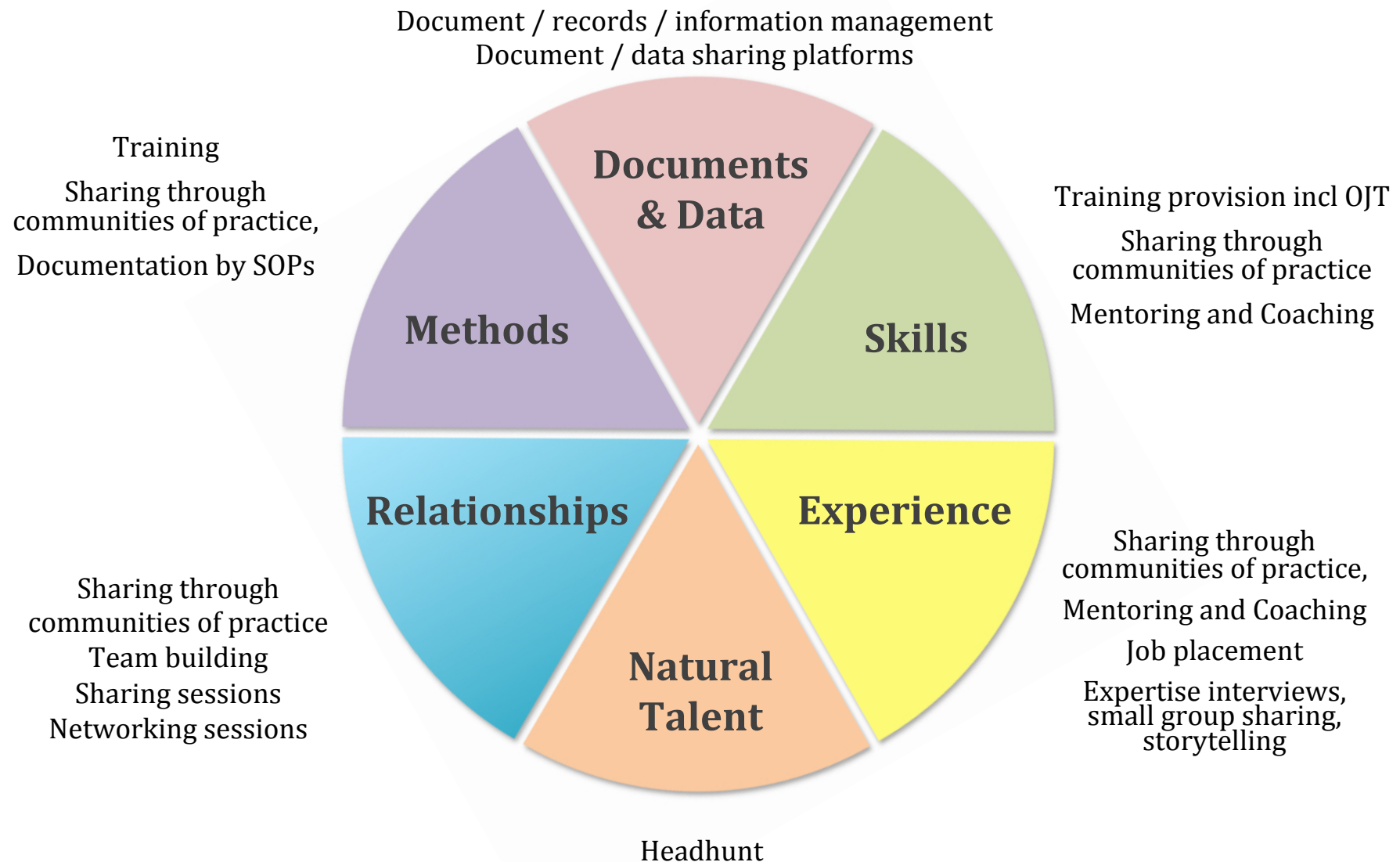
Types of Knowledge



Generic Examples



Knowledge Management **Interventions**





Hi kmanager [SK], you are currently in Mapping Mode

Search and Filter
Interactive Views

Workgroup

Search Workgroup/Acti + All New Hire

Administration Dept [AD-AD]

Annual Budget [AD-AD 100]

Annotations

Financial Audit [AD-AD 27]

Financial Management [AD-AD 28]

Handling complaints [AD-AD 129]

Manage Central Registry [AD-AD 29]

Assets

My Selection

Search Assets

Annual Budget [AD-AD 100]

All department budgets [AD-AD 100/A72]

Budgeting sequence and steps [AD-AD 100/A104]

Budgeting template [AD-AD 100/A573]

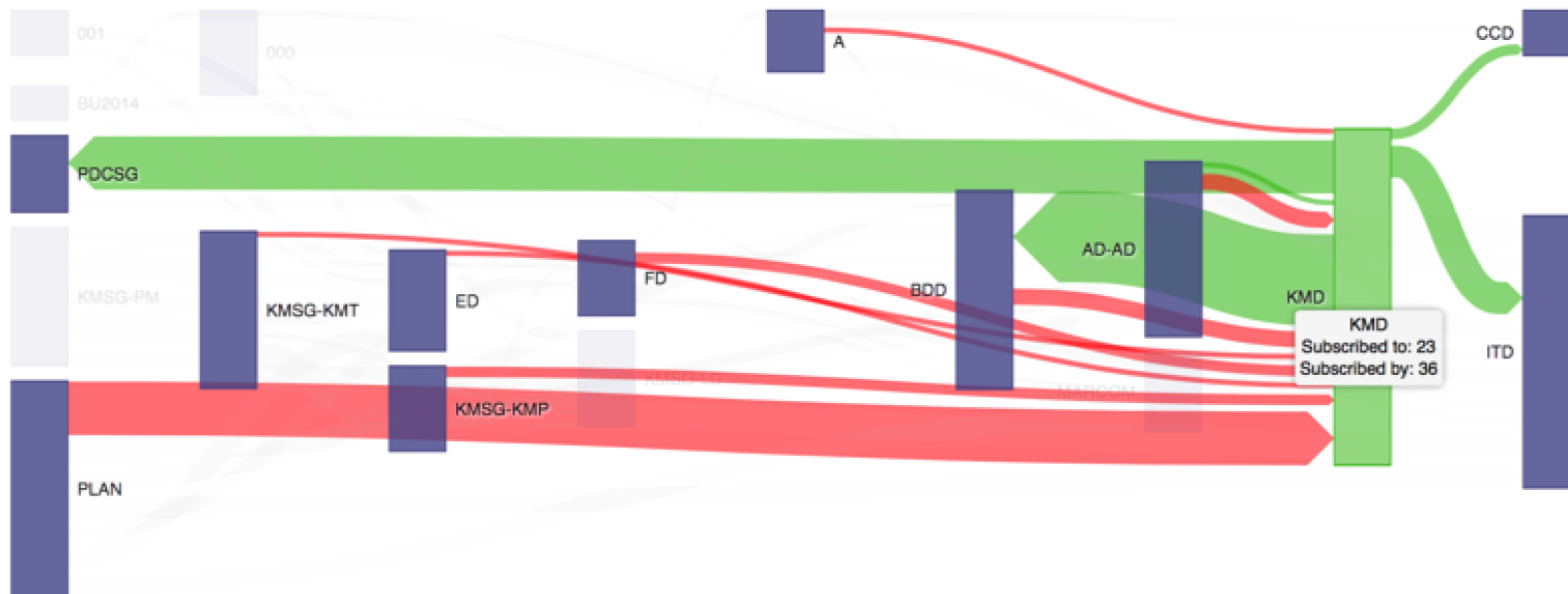
Corporate Historical knowledge [AD-AD 100/A572]

Corporate budget and financial plan [AD-AD 100/A124]

Excel Spreadsheet manipulation skills [AD-AD 100/A573]

Small teams map their activities and knowledge assets

Interactive Views



Potential knowledge flows: Teams review each others' maps to identify knowledge assets that would help their activities



Assets are analyzed for knowledge risks, gaps, accessibility improvements



Hi kmanager [SK], you are currently in Mapping Mode

Search and Filter

Interactive Views

Workgroup

Search Workgroup/Acti

All New Hire

Administration Dept

[AD-AD]

5

Annual Budget

[AD-AD 100]

9

Annotations

1

Financial Audit

[AD-AD 27]

3

Financial Management

[AD-AD 28]

3

Handling complaints

[AD-AD 129]

0

Manage Central Registry

[AD-AD 29]

2

Assets

My Selection

Search Assets

Corporate Historical knowledge

[AD-AD 100/A572]

1

Edit Knowledge Asset

Move To Top

Type

Experience

Name

Corporate Historical knowledge

Actual/Gap

Actual Minor Gap Major Gap

Input/Output

Input Output

Risk & Accessibility

Risk Accessibility

Owner

☐ 000

☐ A

☐ BDD

☐ AB

☒ AD-AD

☐ CCD

☐ 001

☐ BU2014

☐ ED

Owner other than above

Transfer

Choose options

Assets are analyzed for knowledge risks, gaps, accessibility improvements

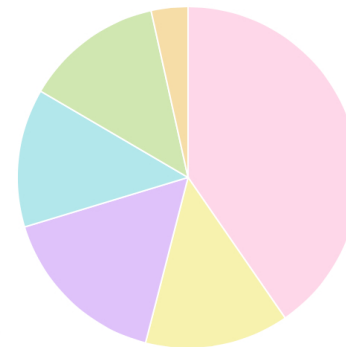
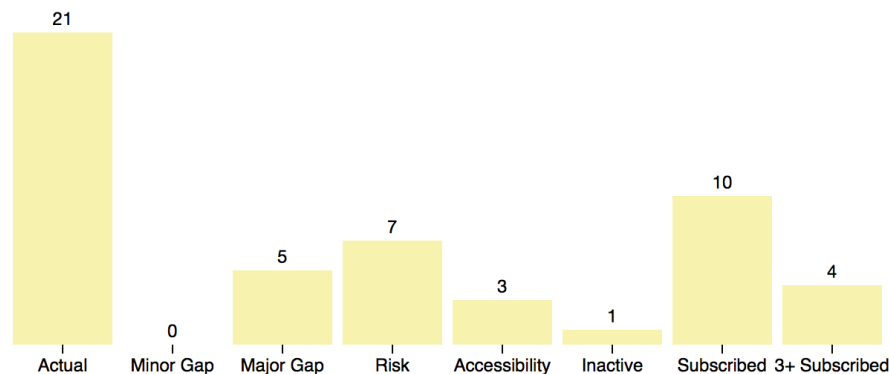
Knowledge Type Analysis

Workgroup [AD-AD] Administration Dept ▼

Session Today All

Submit Reset

Reset



Document	151	40%
Experience	51	14%
Method	61	16%
Relationship	49	13%
Skill	49	13%
NaturalTalent	13	3%

Search result for:

- Workgroup: [AD-AD] Administration Dept
- Asset Type: Experience
- Asset Status: Risk

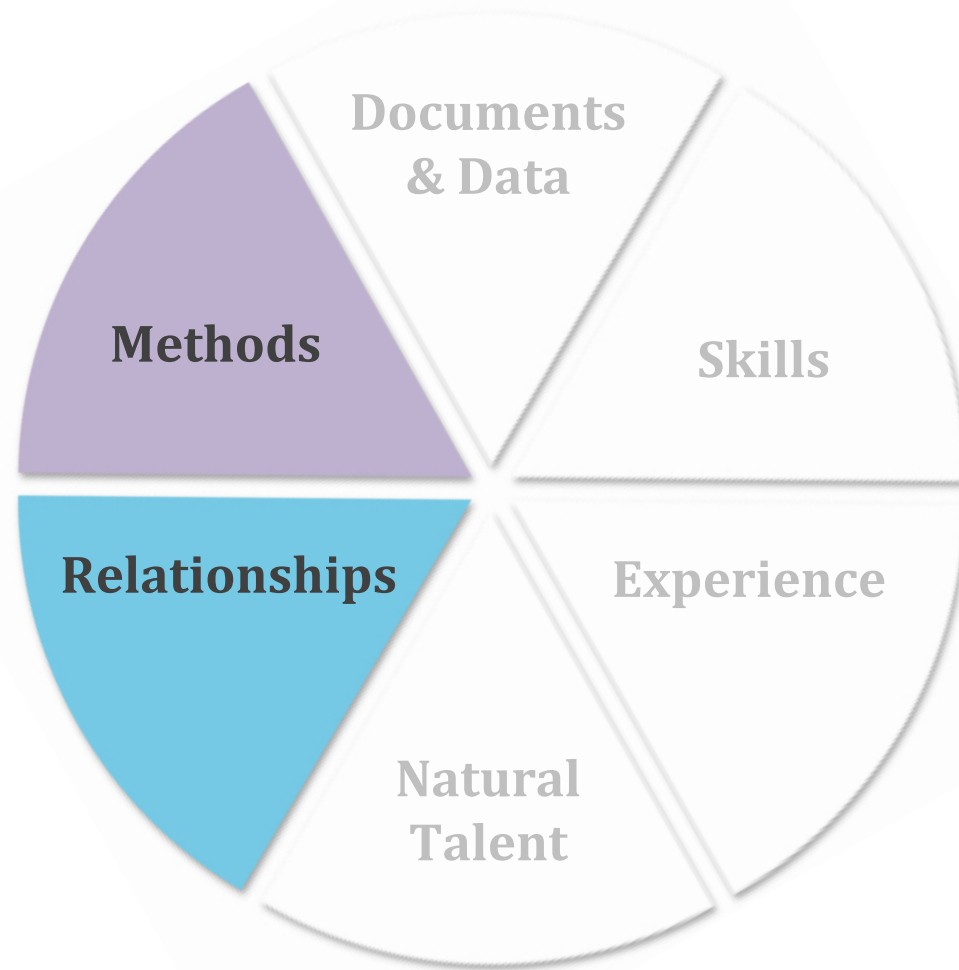
Export

Teams use the analytics to review and prioritize the risks, gaps and accessibility issues

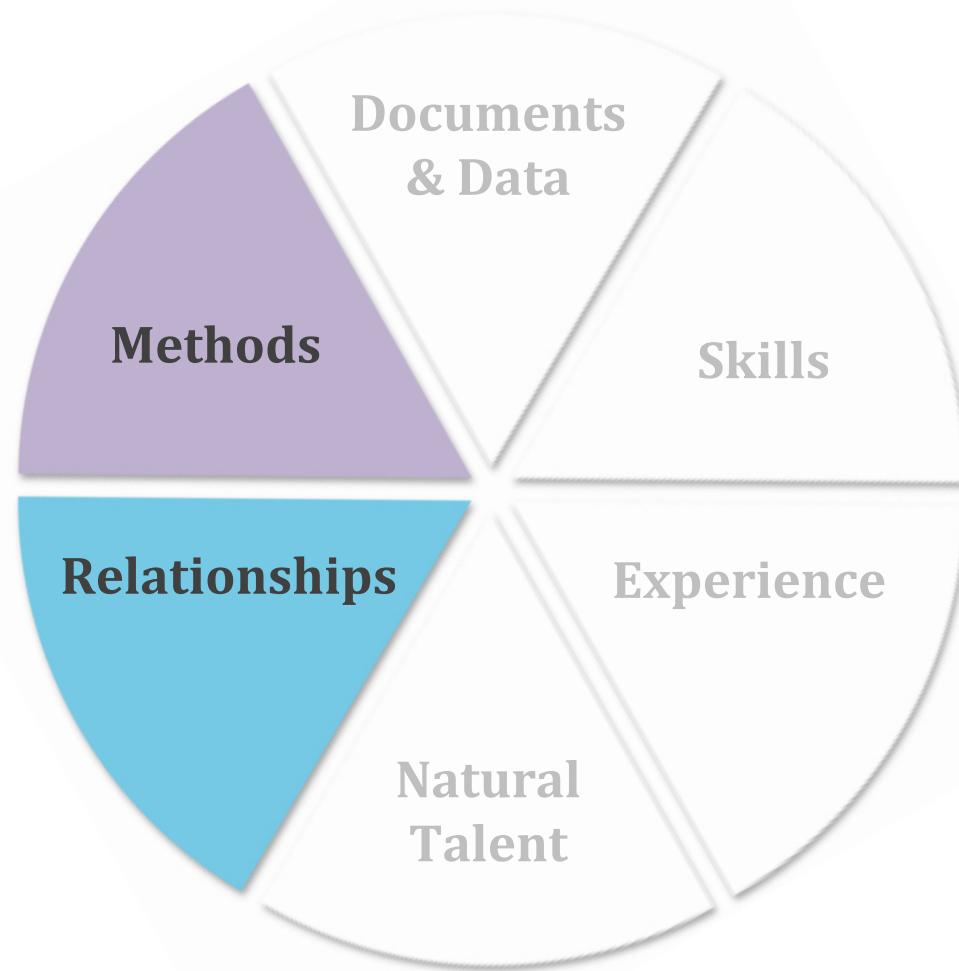
Knowledge **Continuity**



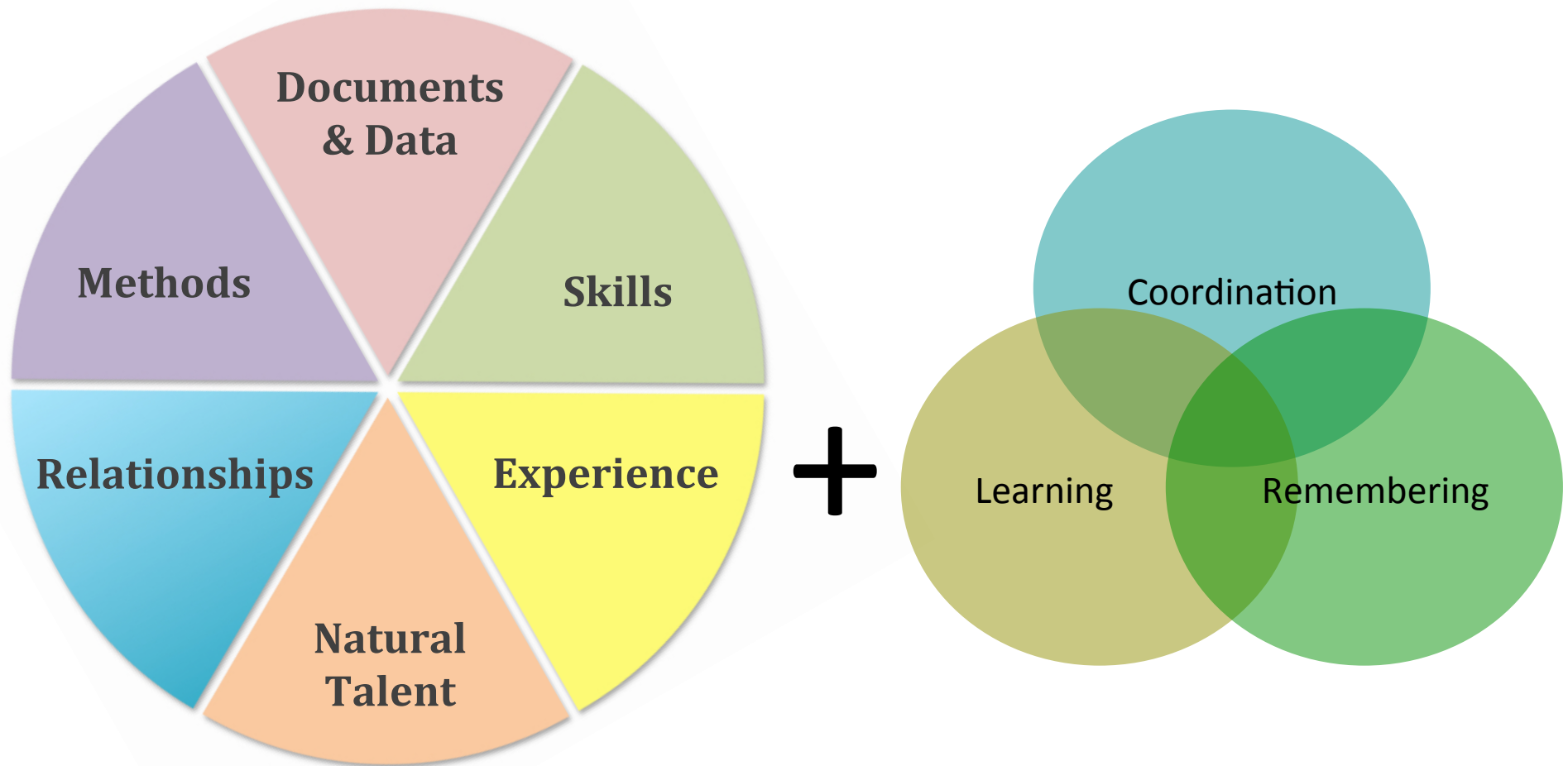
Knowledge **Acquisition**



Knowledge Outsourcing



Knowledge **Articulation**



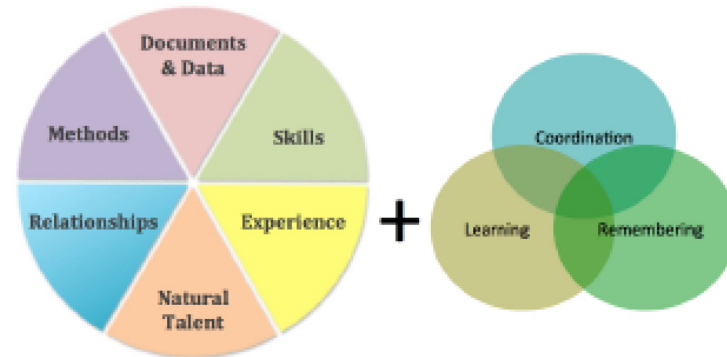
RISK ASSESSMENT

Knowledge Continuity



ACCESSIBILITY ASSESSMENT

Knowledge Articulation



DEPENDENCY ASSESSMENT

Knowledge Outsourcing

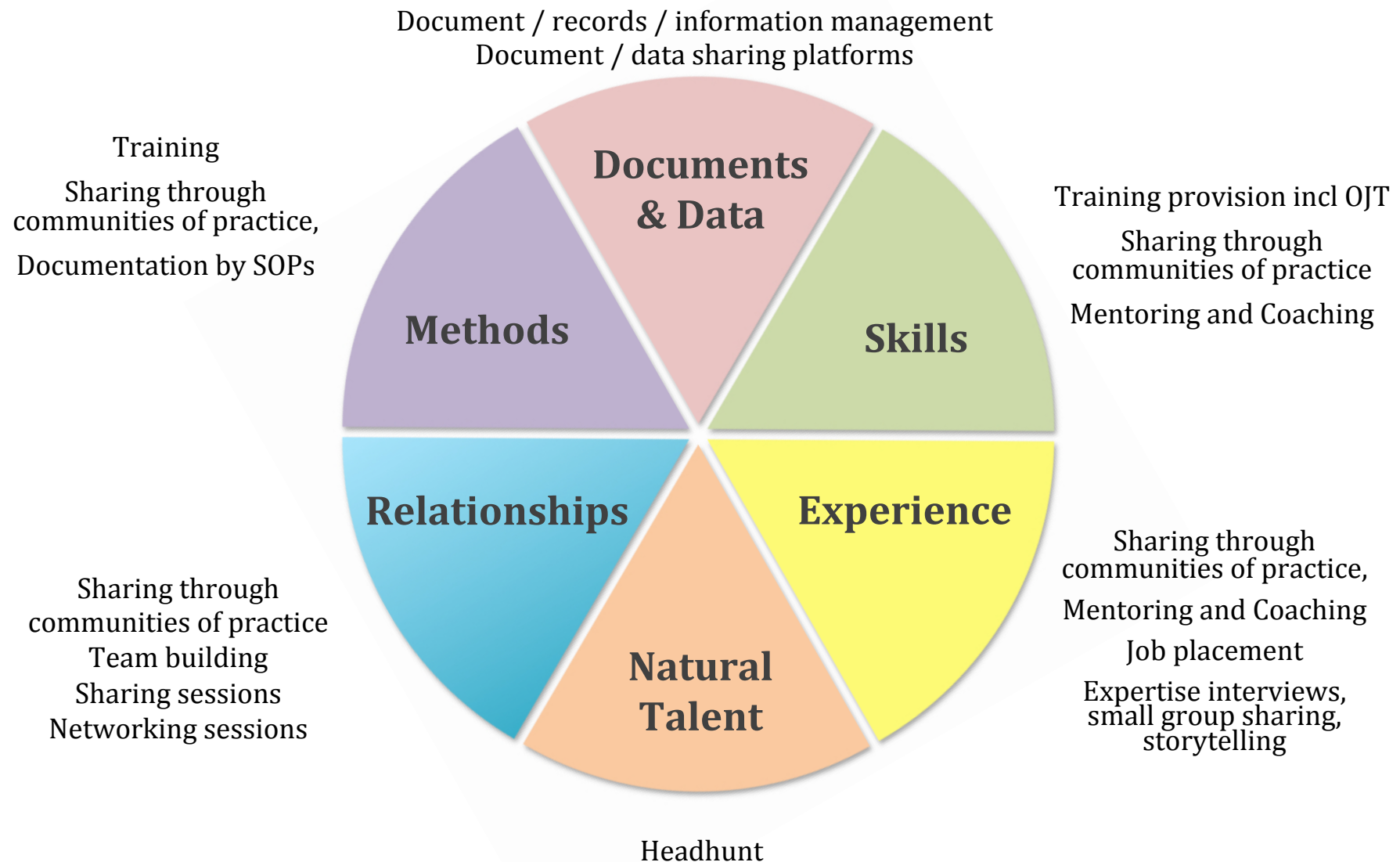


GAP ASSESSMENT

Knowledge Acquisition



Knowledge Risk **Mitigation**



Thank You!
Any Questions?

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www.straitsknowledge.com