

Is Your Organisation KNOWLEDGE READY?

Criteria Requirements

Strategy

How effectively is the KM initiative aligned with organisational goals?
How comprehensive is the KM vision, mission statement across scope of organization?
How connected are KM activities with organisational strategy setting?
How effectively do KM initiatives adjust with (or drive) strategic changes in the organisation?
How effectively is KM demonstrating connected with efficiency, innovation and risk management?
What are the demonstrated evidences of KM plans / phases to increase maturity and performance?
How effectively are the knowledge initiatives communicated throughout the organization?
How are knowledge-related outcomes embedded into individual's objectives and corporate policies?
How inter-disciplinary is the core (senior) team responsible for ultimate sponsorship of KM activities?
How well applied are the KM governance policies and standards?

Leadership

What is the extent of leadership involvement in formulation of KM strategy?
How much executive support for KM, is demonstrated from the highest leadership levels?
How do leaders of KM initiatives demonstrate passion and inspire organisation to excel through KM?
What is the extent of leadership participation in KM initiatives, processes, activities and tools?
How much do leaders persevere with KM initiatives to sustain benefits long term?
To what extent has principles of KM been included in leadership and management development programmes?
How much support is provided to develop the next tier of emerging KM leaders?
How has KM thought leadership been shared by top managers in internal and external management forums?
How widely are connections made by organisational leaders to external KM bodies and academia?
What are the visible and regular contributions by leaders to the wider KM community?

Culture

How effectively is KM nurtured to create and sustain a knowledge sharing culture?
How are people inspired to learn, share and grow?
To what extent has the attributes of KM culture been defined?
What are the incentives to grow and sustain the KM initiatives?
How widely is training and support given to reinforce knowledge work and initiatives?
What are the evidences of learning from past successes/failures, that have been applied to enhance future activities?
To what extent has KM initiative been branded and communicated across entire organization?
How effectively are knowledge principles/insights embedded into normal organizational practices?
To what extent, are there appropriate leverage of stories for internal and external knowledge sharing?
How regularly are KM successes celebrated at organizational events?

Process

How are knowledge principles embedded into workflows and practices to enhance performance?
To what extent, are processes implemented to ensure knowledge behaviours are a natural part of work?
How well are processes designed to promote knowledge creation, capture, sharing and adaption?
What are the processes to manage explicit and tacit knowledge from internal and external sources?
How effective are embedded processes for improvement, and pre/post action review activities?
How is knowledge succession embedded into handover of roles and across development projects?
How do people in fulltime and part-time roles understand how to execute knowledge processes?
What are the formal communication processes for sharing knowledge successes and improvements?
To what extent, are knowledge activities appropriately resourced with KM competent people?
What are the evidences for long-term sustainability of knowledge processes and enhancing capabilities?

Technology

What forms of legacy and emerging tools are used to support and drive KM in the long run?
How effectively do people use these tools?
What are the tools used to integrate legacy content and emerging assets?
To what extent are these tools aligned with knowledge processes and cultural objectives?
To what extent do these tools support suggestion/validation/reuse of knowledge?
What are the mix of content and collaboration tools?
To what extent are enterprise tools aligned with social/mobile media trends?
How has the knowledge access system been secured?
How rich has visualisations/dashboards of KM activity been?
How effective is the training provided to knowledge workers, on how to use these tools?

Impact

What impacts have been demonstrated with respect to success of the KM initiative?
How are the metrics themselves assessed and improved?
To what extent are knowledge-related outcomes, in the form of new or improved products/services/processes?
How broad is the spectrum of metrics used for activity, process, knowledge, people, outcomes?
To what extent are blended measures (quantitative and qualitative) used?
What are the mix of internal (employee) and external (customer, citizen and partners) impacts?
To what extent has impact validation been conducted by third parties?
To what extent has achievement of thought leadership in KM been achieved (e.g. awards, publications)?
What are the intangible benefits captured and communicated (highlighting the value they create)?
How are analytics being applied to assessment and refinement of KM metrics?

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