

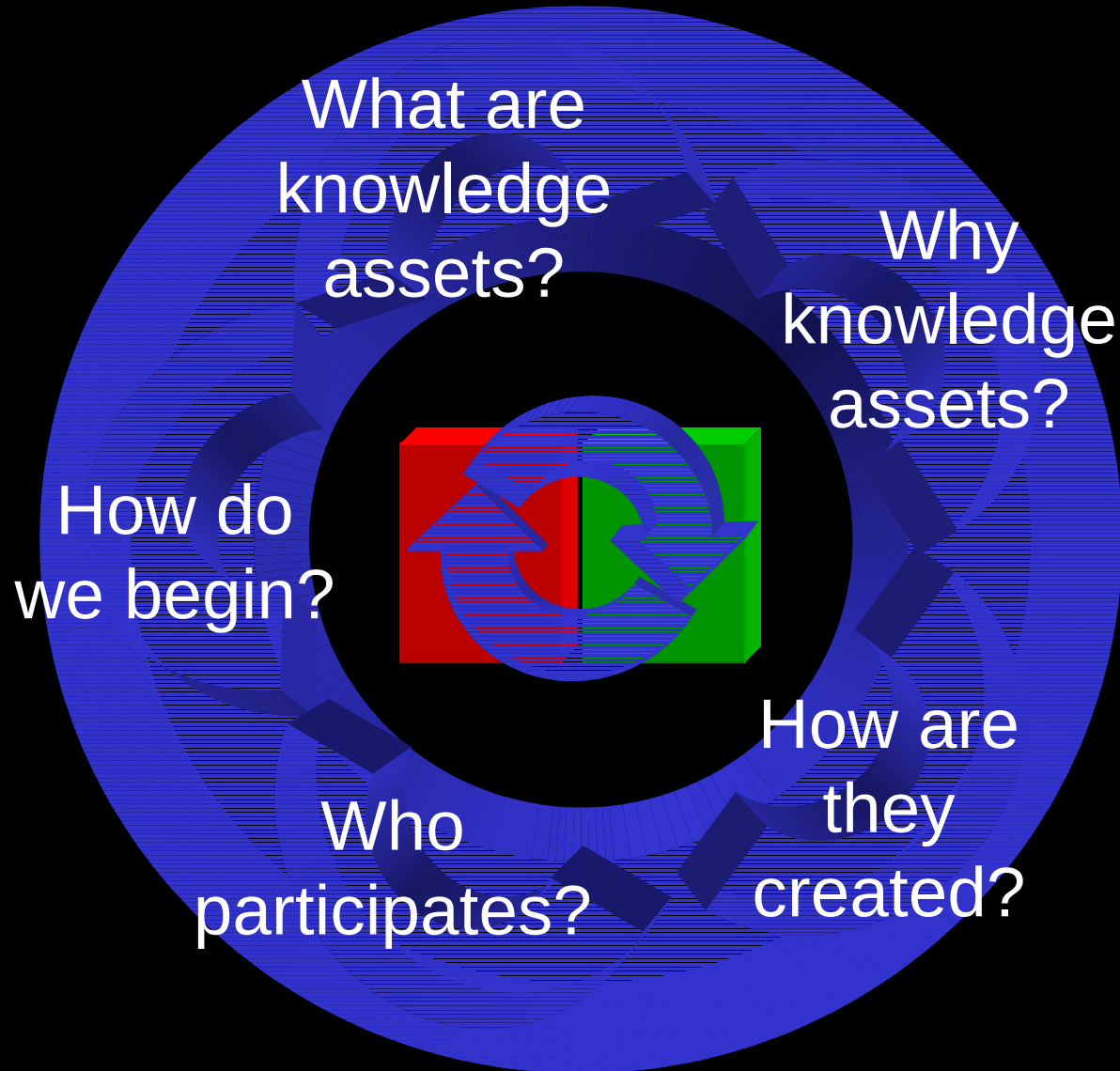
LearnerFirst
knowledge harvesting



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What are Knowledge Assets?



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What are knowledge assets?

codified human expertise; stored in a digital/electronic format;
used to create organizational value; owned by the organization,
not vulnerable to memory loss; commonly deployed via Intranets.

What are the characteristics of knowledge assets?

1. promote understanding
2. provide guidance for decision-making
3. record facts about critical decisions
4. create metaknowledge about how work changes

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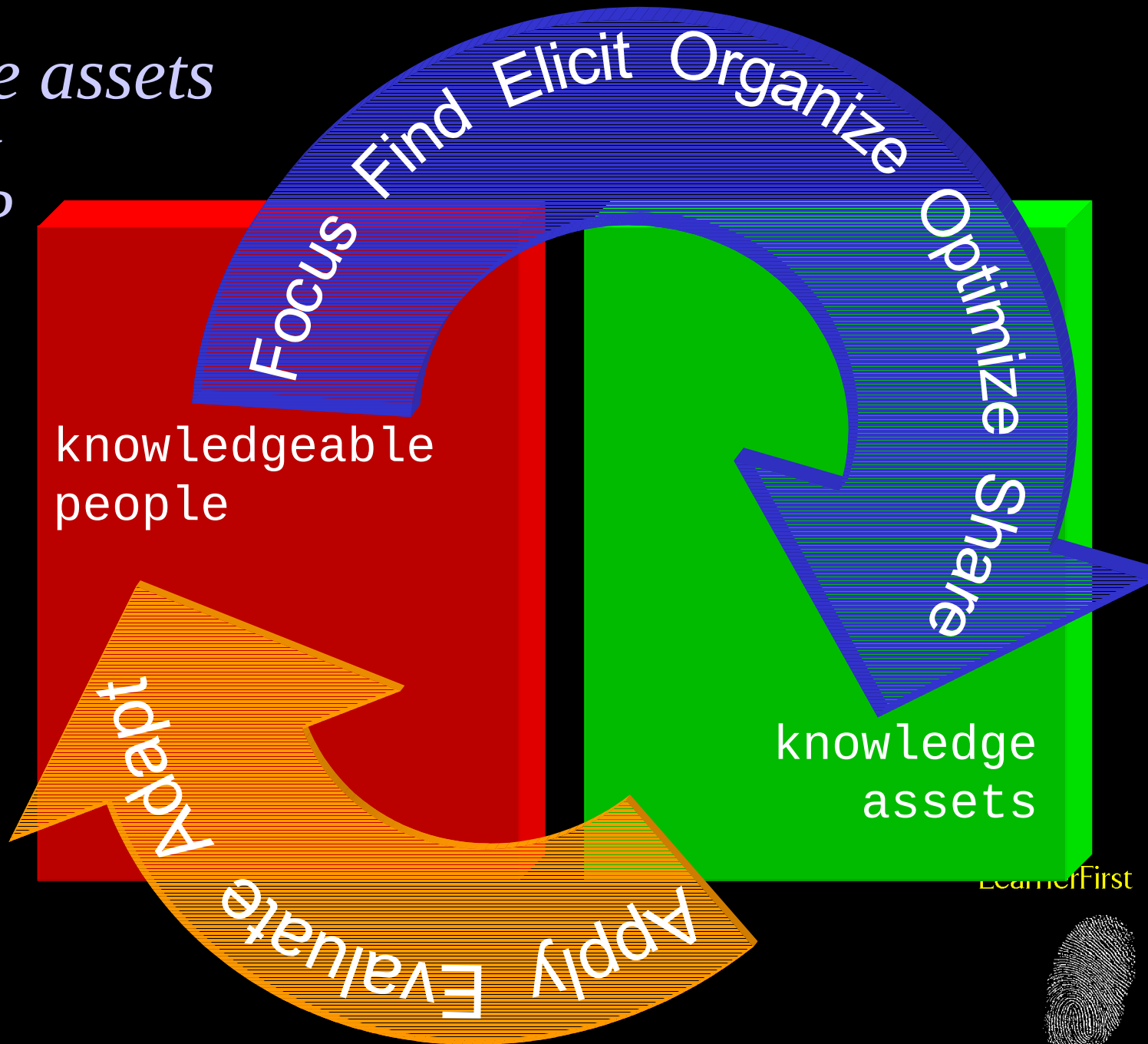
Why are knowledge assets valuable?

- Better Decisions. Make decisions faster and at lower levels. Assets allow work to be accomplished with less supervision and intervention.
- Mass Mentoring. Selective, pass-along elements of the corporate memory are actualized. Training is built-in.
- Access. Immediately access the organization's best knowledge anywhere in the world by anyone who needs it, when they need it.
- Time Savings. Assets help individuals simultaneously understand, learn, perform, and record performance -- all in a single action.

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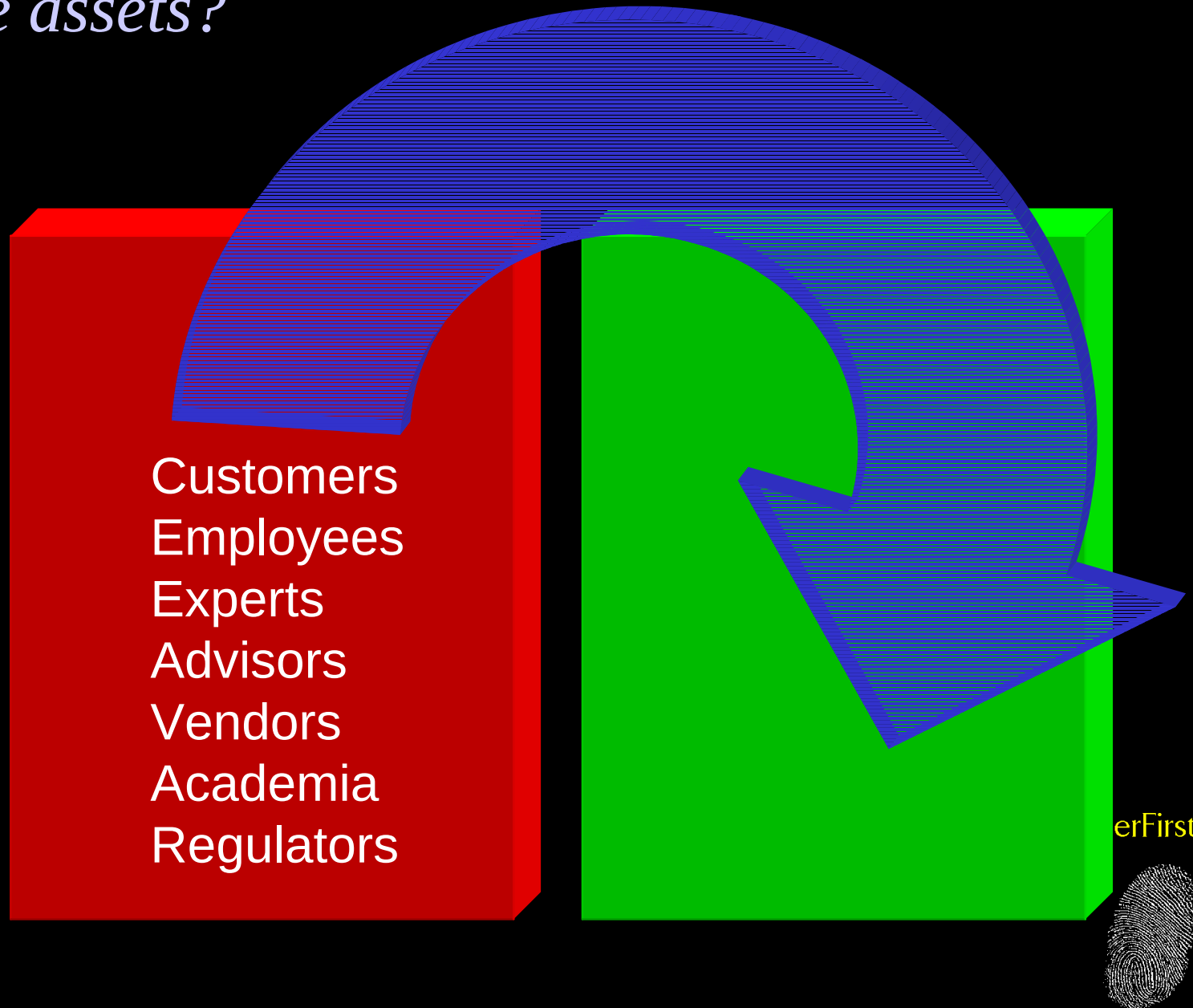
*How are
knowledge assets
created &
managed?*



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Who participates in creating knowledge assets?



How do we begin?

- Assess readiness.
- Define your strategy.
- Create strategic measurements.
- Establish a glossary.
- Organize the CMM team.
- Select a project for Knowledge Harvesting.

