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Knowledge management implementation in KIBS SMEs

TAL
TECH



National University of Political Studies and Public Administration

What is knowledge management implementation?



Source: Photo by CDC on Unsplash

- An embedding process through which knowledge management is incorporated into all the activities of the organization, helping the organization to gain competitive advantage.



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Knowledge Management Implementation can be beneficial to every organization, no matter what kind of solution the organization will implement. What is important is that this solution should be adjusted to the needs of this particular organization.

Knowledge management can increase operational efficiency, empower employees, and improve the customer experience, among many other benefits.

Organizations may also invest in various knowledge management platforms, whether it is across the business or within departments so that employees can find and share the information they need to do their jobs effectively.

Source and find out more: <https://www.linkedin.com/pulse/9-important-steps-implementing-knowledge-management-systems-/?trk=pulse-article>

How to implement knowledge management?



Source: Photo by Aleks Dorohovich on Unsplash

- 1) Establish your goals and objectives
- 2) Develop a change management strategy
- 3) Determine your process to establish a foundation
- 4) Involve leadership
- 5) Assess your current state

Source: <https://www.easyvista.com/blog/10-tips-for-implementing-a-knowledge-management-system>



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1. Establish Your Goals and Objectives

Before you kickoff knowledge creation, it is important to define a process establishing the parameters for your initiative. This might require you to identify and document the business problems.

2. Develop a Change Management Strategy

Successfully implementing a new knowledge management solution requires changes within your organization's norms.

3. Determine Your Process to Establish a Foundation

Your process planning should be finalized prior to actually implementing. Organizations who do not take the time to adequately define their knowledge management process are unlikely to meet their defined objectives.

4. Involve Leadership

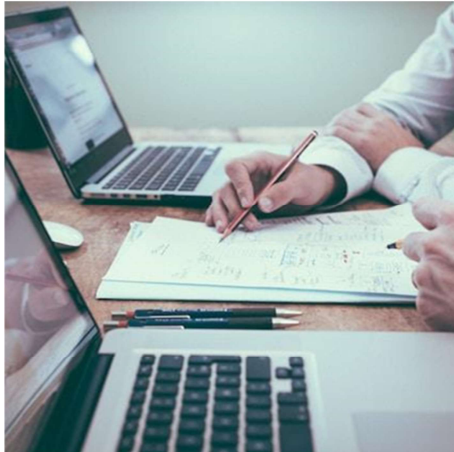
From the beginning, it is best that leadership have a visible role in your knowledge management initiative. Your leadership team should be involved with your goals and objectives and most importantly be active on the platform.

5. Assess Your Current State

A typical knowledge management assessment should have an overview of the current state, the gaps between the current and desired states, and the recommendations for closing "said" gaps.

Source: <https://www.easyvista.com/blog/10-tips-for-implementing-a-knowledge-management-system>

How to implement knowledge management?



Source: Photo by [Scott Graham](#) on [Unsplash](#)

- 6) Establish your core capabilities
- 7) Build an implementation roadmap
- 8) Implement
- 9) Assess effectiveness
- 10) Make continuous improvements

Source: <https://www.easyvista.com/blog/10-tips-for-implementing-a-knowledge-management-system>



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6. Establish Your Core Capabilities

Obviously, this depends on each organization but below are some capabilities that all companies should consider: a) The ease of capturing knowledge b) Syndication of knowledge for easy access c) Available feedback mechanisms d) Performance measurement and relevancy reviews e) Added intelligence

7. Build an Implementation Roadmap

With the current-state assessment and a firm grasp on the core capabilities you are striving for, you can start building the implementation roadmap for your knowledge management solution.

8. Implement

Just be sure to recognize your short-term wins as you advance through your roadmap. Without that, it is easy to lose momentum and support from leadership as well as employees or users of the new tool.

9. Assess Effectiveness

How will you know your knowledge management system is working? You will need to determine a way to measure your effectiveness and compare anticipated results.

10. Make Continuous Improvements

Knowledge management is a continuous journey, and making it part of the culture in your organization is essential.

Source: <https://www.easyvista.com/blog/10-tips-for-implementing-a-knowledge-management-system>

References and find out more!

<https://www.easyvista.com/blog/10-tips-for-implementing-a-knowledge-management-system>

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More about the project:
knowmanproject.eu

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