



Leading Your Business Transformation

A horizontal banner with a dark blue background. The background image shows silhouettes of business professionals in a modern office setting, overlaid with several white gear icons of varying sizes. The text "Knowledge Management" is centered in white.

Knowledge Management

Fifalde Consulting Inc.
+1-613-699-3005

1. Course Description:

Knowledge fuels any successful organization. But the most vital knowledge is often intangible and cannot be easily captured or documented directly. It often resides in the experience, insights, actions, and interactions of the organization's people, not in its databases or on its servers. Increasingly, organizations recognize the need to share and use the wealth of knowledge rather than merely to find efficient ways to store terabytes of information.

The course will help anyone involved in creating, sharing, managing, protecting, distributing, or deleting/archiving knowledge. It will provide the learner with the tools required to:

- Improve decision making
- Be more efficient by reducing the need to rediscover
- Ensure that staff have an understanding of the value of services offered and how benefits are delivered
- Maintain a Knowledge Management system that provides controlled access to the appropriate knowledge for each audience
- Collect, analyze, store, share, use and maintain knowledge.

2. Audience:

Individuals involved in management, development, operations or service management. Individuals whose role is touched by Knowledge Management and continuous delivery, such as the following roles:

- Executive
- Management
- Engineers
- Product owners
- Integration specialists
- Operations managers
- Incident & change managers
- System administrators
- Network administrators
- Business managers
- Automation architects
- Enterprise architects

3. Learning Objectives:

At the end of this course, you will be able to better manage knowledge. The course will provide the learner with the knowledge of how to ensure that the best of what is known in the workplace is mobilized rapidly and survives employee turnover and organizational change.

4. Prerequisites:

- Basic familiarity with Knowledge Management and ITSM principles is beneficial

5. Course Materials:

- For Participants
 - Course Book (eBook or printed)

6. Course Outline:

1. Knowledge Management - Introduction
2. Web 2.0 and Knowledge Management
 - a. The web platform
 - b. Web 2.0 technologies
 - c. The role of the cloud in Knowledge Management
3. Enterprise Architecture
 - a. Establish direction
 - b. Design the architecture
 - c. Plan the implementation
 - d. Governance during implementation
 - e. Maintain the architecture
4. The service center and Knowledge Management
5. Knowledge Management Tool Requirements
6. Maturity Assessment of the Knowledge Management Process - Technics
7. Integration of the Knowledge Management process with business processes
8. Develop a Knowledge Management strategy
9. Implement the Knowledge Management process in 8 steps
 - a. Identify the business problem
 - b. Prepare for change
 - c. Create the team
 - d. Run the audit
 - e. Define the key elements
 - f. Building the constituents of knowledge management
 - g. Connect with people
 - h. Ensure continuous improvement
10. Workshops (x 7)
 - a. Identify your problem (s) related to knowledge management
 - b. Define the scope of the knowledge management process
 - c. Define your goals and objectives for the knowledge management process
 - d. Define your strategy
 - e. Linked your initiatives to your goals
 - f. Define your measures of success
 - g. Identify roles and responsibilities
11. Case Study (x4)
 - a. ConocoPhillips
 - b. Lockheed Martin
 - c. Nalco
 - d. Schlumberger

Fifalde Consulting Inc. is a trusted independent advisor, helping organizations maximize efficiencies and increase value to their IT services. We specialize in the delivery of Information Technology Service Management (ITSM) and Information Security Management (ISM) consulting and training services, using best practices such as the Information Technology Infrastructure Library (ITIL®), TIPA®, TOGAF®, and standards such as ISO/IEC 20000, 27001, 38500 and others. Fifalde's team includes a network of the most accredited consultants and trainers in the IT industry.



For more information on what Fifalde can offer your organization, please visit fifalde.com

Leading Your Business Transformation