

GETTING READY: FUTURE TRENDS IN KM/KNOWLEDGE SERVICES

A Conversation with
Cindy Hill, Dale Stanley and Guy St. Clair

Future Trends in KM/knowledge services

- ▶ Greetings from...

- ▶ Cindy Hill

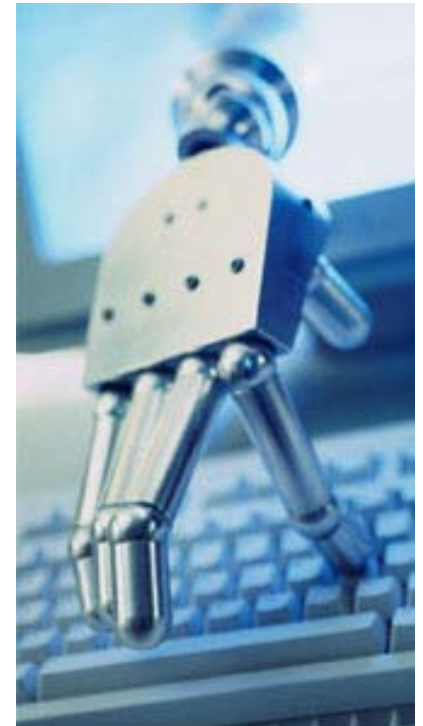
- ▶ Introducing

- ▶ Dale Stanley

- ▶ Guy St. Clair



Future Trends in KM/knowledge services



Future Trends in KM/knowledge services

- ▶ **Defining Knowledge Services:**
 - ▶ management and service delivery that merges information management, knowledge management, and strategic learning
 - ▶ support knowledge development and knowledge sharing (KD/KS), the foundation of organizational effectiveness
 - ▶ the result is an enterprise-wide knowledge culture



Future Trends in KM/knowledge services

- ▶ **Get over it!**
 - ▶ Names
 - ▶ Definitions
- ▶ **Get on with it!**
 - ▶ Self-service
 - ▶ “Good enough”
- ▶ **Get in to it!**
 - ▶ Business value expression
 - ▶ Reactive >> Proactive >> Interactive & Integrated



KM/knowledge services

Observation # 1

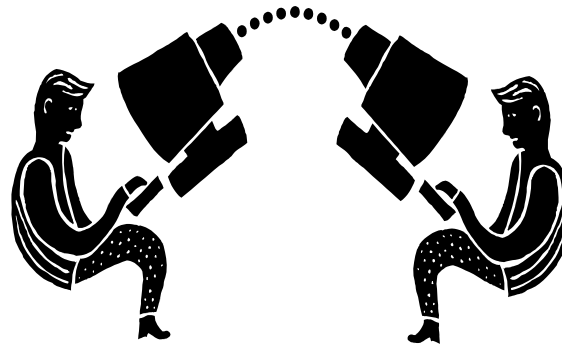
- ▶ **Cindy's hot trends**
 - Personal digital identity
 - Privacy & security
 - Technology convergence



KM/knowledge services

Observation # 2

- ▶ **Guy's hot trends**
 - Social media & social networking
 - E-mail
 - Collaboration



KM/knowledge services

Observation # 3

▶ Dale's hot trends

- Content Integration -- Vendors
- Content Integration – External and Internal
- Handhelds – they're getting smart



Future Trends in KM/knowledge Services

Other trends to consider – not in any priority order

- ▶ Open Source
- ▶ eBooks are "in"
- ▶ Sharepoint
- ▶ FaceBook and FaceBook-like apps for organizations
- ▶ Virtual Worlds
- ▶ New news sources
- ▶ Cloud computing
- ▶ iPhone competition
- ▶ Search -> discovery is critical -> answers
- ▶ Spam and not spam
- ▶ Google Wave
- ▶ Twitter
- ▶ Content creation & distribution



Future Trends in KM/knowledge services

WHAT'S NEXT?

What do you do to incorporate future trends into your workplace?

What opportunities are in your workplace for you as the
knowledge thought leader in planning KM/Knowledge Services?



Future Trends in KM/knowledge services

THANK YOU

Thank you for joining us today. We look forward to seeing you at our next
SMR International Spot-On Seminar

Want to learn more?

We are team-teaching SLA's next
KM/Knowledge Services Click U Course

[Knowledge Management Project Management \(Webcast\)](#)

February 8-25 **(3:00-4:00 PM ET)**

Cindy Hill/Dale Stanley/Guy St Clair



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