

# **Knowledge Services in The Knowledge Culture**

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# The Knowledge Culture

“Shared beliefs and values about knowledge and the role of knowledge in the company or organization and, as appropriate, in the larger society”

Characteristics of the knowledge culture:

- Collaboration is a given – and expected – at all levels
- The role of information technology and communication in the knowledge development/knowledge sharing (KD/KS) process is acknowledged and enthusiastically embraced
- The intellectual foundations for the effort are respected – the intellectual quest is not disdained

# Knowledge Strategy in The Knowledge Culture

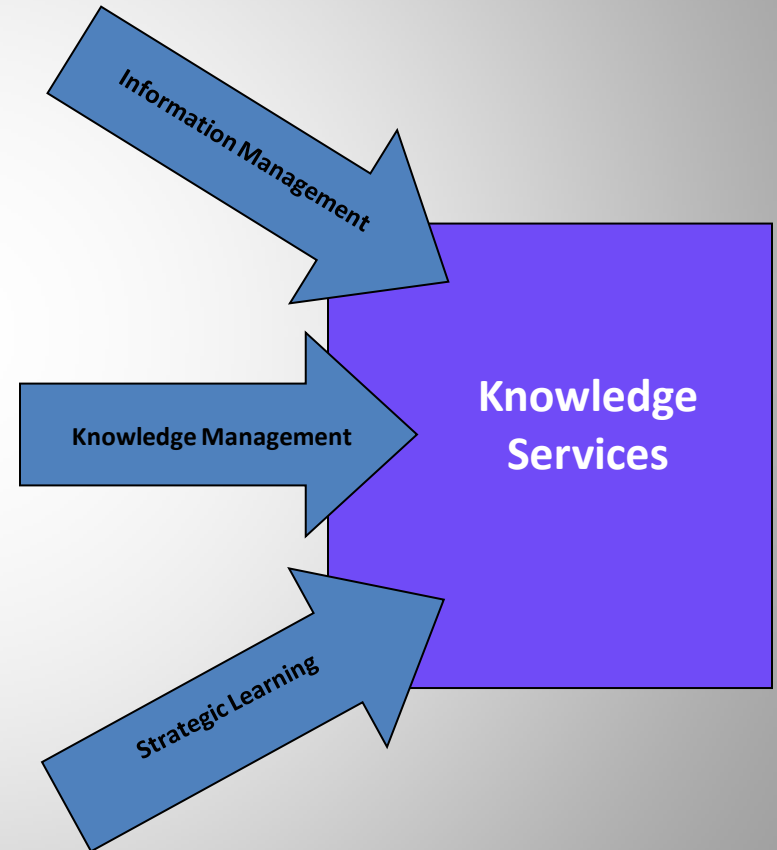
- Knowledge strategy connects knowledge development and knowledge sharing (KD/KS) with organizational goals, specifically to outcomes supporting the achievement of the organizational mission
- As such, knowledge strategy aligns intellectual resources, knowledge assets, and environmental strengths with the organizational/corporate business strategy, thus creating a knowledge culture

# KD/KS in the Knowledge Culture

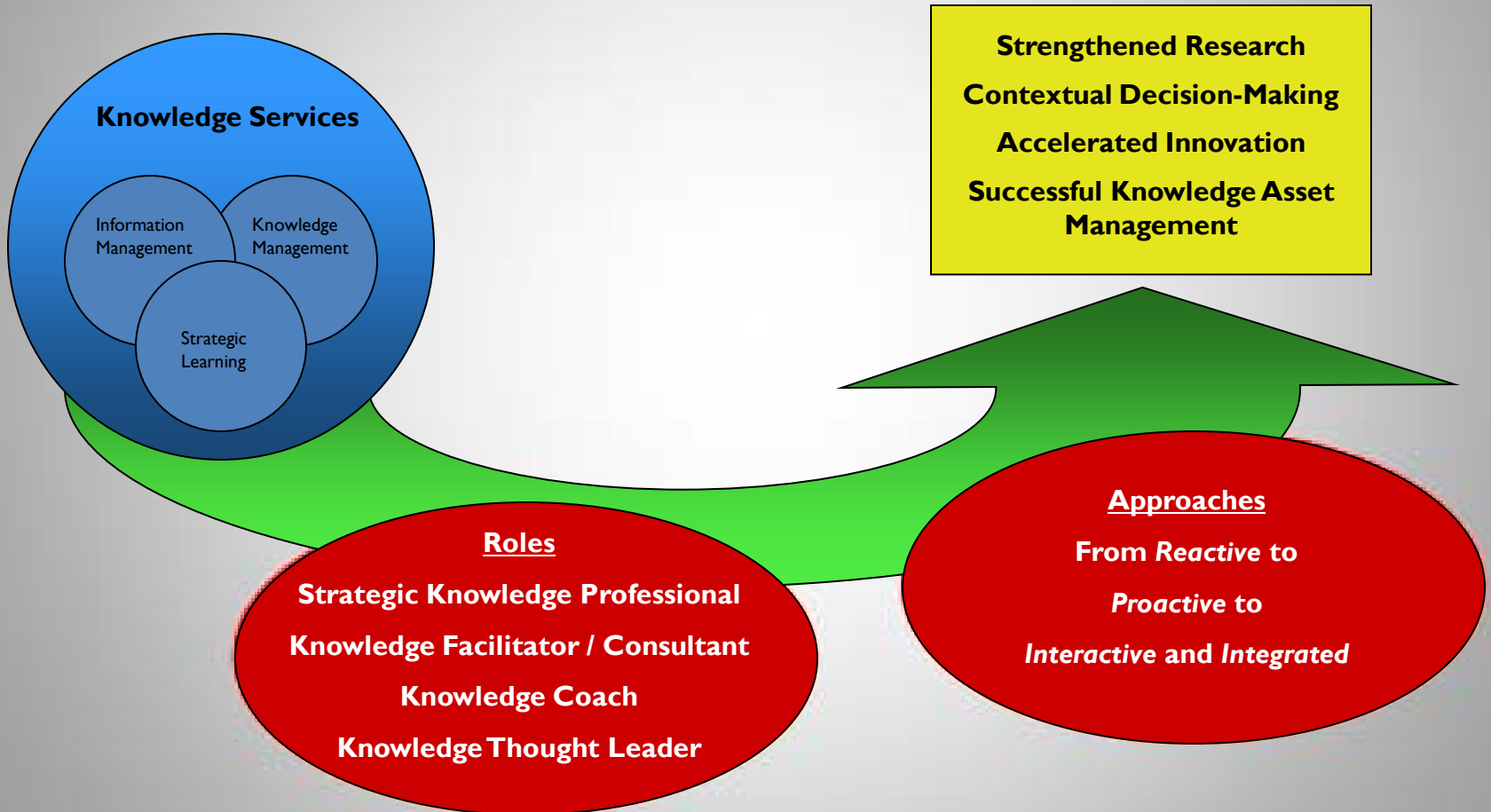
- Both knowledge strategy and business strategy are implemented through KD/KS
- KD/KS = Strategic Learning (“anything you learn that helps you do your job better”)
- KD/KS is managed, organized, promoted, and conveyed throughout the organization *via* knowledge services

# Knowledge Services Defined

Knowledge services is the management and service-delivery methodology that converges information management, knowledge management, and strategic learning into a single overarching operational function.



# Knowledge Services



# Knowledge Services

As an operational function, knowledge services provides an operational base for *knowledge asset management*, the management discipline that takes its roots from asset management, knowledge management, and systems thinking

# Knowledge Services

Added value:

- The relationship between technology and knowledge is strengthened throughout the organization
- Strategic knowledge professionals – as knowledge thought leaders – drive the enterprise-wide knowledge function

# Strategic Knowledge Professionals

Knowledge services is provided to the organizational workforce through the strategic knowledge staff who...

- use information management, knowledge management, and strategic learning skills and competencies to curate and manage content across the organization
- take ownership of the organization's knowledge assets and provide management and service delivery from an enterprise-wide perspective, not focusing on a single operation, function, or business unit

# KNOWLEDGE SERVICES: The *Practical* Side of KM

## “Putting KM to Work”

### TRANSITIONING

- Knowledge to *Strategic* Knowledge

### ENABLING

- Contextual and actionable decision-making
- Accelerated innovation
- Strengthened research
- Enhanced knowledge asset management

### SUPPORTING

- A corporate/organizational knowledge culture
- Corporate/organizational effectiveness