

3 TIPS FOR

MEASURING KNOWLEDGE SERVICES

A Conversation with

Guy St. Clair

Dale Stanley

Cindy Hill

THREE TIPS FOR... MEASURING KNOWLEDGE SERVICES

- Brief Welcome from...
 - Guy St Clair
- Introducing
 - Dale Stanley
 - Cindy Hill

THREE TIPS FOR.. MEASURING KNOWLEDGE SERVICES

- The questions:
 - How do we determine *how well* we manage knowledge services? How do we evaluate what we're doing with knowledge services?
 - How do we communicate the efficiency and value of knowledge services?

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- **Defining Knowledge Services:**
 - Knowledge services is the management and service delivery methodology that merges information management, knowledge management, and strategic learning
 - Its purpose is to support knowledge development and knowledge sharing (KD/KS), the foundation of organizational effectiveness
 - The result is an enterprise-wide knowledge culture, enabling
 - excellence in knowledge asset management
 - better research
 - enhanced contextual decision making
 - accelerated innovation

TIP # 1:

MEASURING KNOWLEDGE SERVICES

- Quantitative Measures
 - Measure what's important to your knowledge services group
 - Quantify what's important to your decision-makers
 - Determine the ROI of your measurement
 - Some ROI possibilities
 - Comments?

TIP # 2:

MEASURING KNOWLEDGE SERVICES

- Effectiveness or Impact Measures
 - Changes led by or supported by the knowledge services business unit
 - Capturing stories and establishing new working relationships
 - Comments?

TIP # 3:

MEASURING KNOWLEDGE SERVICES

- Communicating Knowledge Services Measures
 - Defensive or Pre-emptive?
 - The audience and opportunities
 - Comments?

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- **Wrap-up**
 - What are we learning?
 - Attendees: in your workplace, what have you been learning that you would like to share?

Leading into....

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WHAT'S NEXT?

What are your interests with respect to how KM/knowledge services is valued in your organization?

What opportunities do you see in the current management environment?

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STAY ONLINE

Guy and Dale and Cindy will be here for a while to continue the discussion on measuring the value of knowledge services.

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THANK YOU

We appreciate your being with us today and we
hope to see you at the next
SMR International Spot-On Seminar

Guy St Clair
Dale Stanley
Cindy Hill