



SMR-Knowledge.com

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Building the Knowledge Culture

SMR – St. Clair Management Resources

Firm Profile

SMR (www.smr-knowledge.com) is a New York-based consultancy practice focused on change and its impact on people, organizational effectiveness, and the management of intellectual capital within the larger enterprise. SMR specializes in helping institutions and organizations explore alternative future programs. SMR then assists in crafting these visions into functional definition.

Much of the firm's work is in helping organizations re-conceptualize, transform, and support the management of knowledge services, particularly in transitioning organizational information- and knowledge-focused business units into enterprise-wide knowledge asset management functional operations. The goal is to help clients develop a strengthened framework for enterprise-wide knowledge development and knowledge sharing (KD/KS), the foundation of organizational effectiveness.

The critical result is an enterprise-wide *knowledge culture*, a balanced environment that ensures the realization of the organization's vision and the achievement of the organizational mission. By deploying knowledge services as the management and delivery framework for KD/KS, the organization positions itself for excellence in knowledge asset management, enhanced contextual decision making, accelerated innovation, and, if the larger organization is a research-focused enterprise, higher-level research.

SMR offers expertise in strategic briefing and planning for new ways of managing and delivering information, knowledge, and strategic learning, and for building a vision and framework to guide decision making in managing intellectual capital. Since 1984, the company has been committed to the integration of strategy, research, and management expertise, believing that each informs the others. SMR is known for the company's research on client needs and assists clients through the following products and services:

- Knowledge strategy development—particularly transition planning—for enterprise-wide knowledge services, including an advisory service for organizations moving from print knowledge assets to the management of digitized knowledge assets
- Knowledge services audit design and implementation, combining the methodologies of the standard *needs analysis* (asking what knowledge resources and services people require to do their work), the information audit (which determines how knowledge assets are actually used), and the knowledge audit (which looks at knowledge assets, how they are produced, and by whom)
- Management reviews in enterprise-wide information, knowledge, and strategic learning delivery, including knowledge development/knowledge sharing (KD/KS) studies

Select Project Experience

- Columbia University, New York, NY
- Millward Brown, New York, NY
- United Nations Human Settlements Programme (UN-HABITAT), Nairobi, Kenya
- IntraHealth International, Chapel Hill, NC
- Australian Communications and Media Authority (ACMA), Melbourne VIC Australia
- Dag Hammarskjöld Library, United Nations, NY
- Experimental Aircraft Association, Oshkosh, WI
- International Finance Corporation (World Bank Group), Washington, DC
- United States Agency for International Development (USAID), Washington, DC
- Initiative Fortbildung für Wissenschaftliche Spezialbibliotheken und Verwandte Einrichtungen E.V., Berlin Germany
- The National Academies of Sciences/National Research Council, Washington, DC