

KNOWLEDGE MANAGEMENT LIFECYCLE

KNOWLEDGE ROADMAP

Knowledge roadmap: This indicates the process that guides through strategizing, designing, developing and implementing knowledge initiative in the organization.

Knowledge roadmap will differ from one organization to another organization based on the maturity level of the organization and its necessity. The following stages form the components of a road map:

Initial stage:

1. Identification of business goals
2. Creating awareness about knowledge management (KM) through seminars, meetings
3. Implement a performance measurement system
4. Allocate funds for building KM infrastructure
5. Identify the strategically important knowledge

Entry-stage:

1. Integrate KM into the organizational system
2. Build a change management program to manage resistance to the change initiative
3. Assign full-time workers to maintain the KM system

Diffusion stage

1. Institutionalize knowledge management
2. Link knowledge objectives to personal goals
3. Provide rewards and benefits for contribution to the KM system
4. Integrate KM activities to strategic measurement model like Balanced Scorecard, Excellence model

Maturity stage

1. Maintain the KM system as it fulfills the requirements
2. Increase the knowledge capital in the organization
3. Improve new tools to satisfy the needs