

KM MATURITY MODELS AND KM SYSTEM APPLICATION

KNOWLEDGE MATURITY MODELS

Knowledge management (KM) model is the descriptive model of various stages an organization progresses as they define, implement, evolve and improve their processes.

Different models have merged indicating the progress of KM process.

1. Paulk organizational maturity model and Fujitsu organizational maturity
2. The Infosys KM maturity model
3. KPQM maturity model
4. Forrester group KM maturity model
5. CoP maturity model

Difference between maturity models

| S.No. | Maturity model | Key features |
|-------|---------------------------------|--|
| 1 | Paulk organizational maturity | <ul style="list-style-type: none"> • Adoption of new technology or process in the organization • Ensure the match between technology adoption and KM functions |
| 2 | Fujitsu organizational maturity | <ul style="list-style-type: none"> • Easy to assess cohesive or pervasive culture • Guide in selecting pilot KM sites if organization is in early stage • Focus on aligning KM with overall business strategy |
| 3 | Infosys KM | <ul style="list-style-type: none"> • Helps in the diagnosis of specific KM behaviour • Look for specific behaviours that help in refining KM initiatives |
| 4 | Paulzen and Perc KPQM | <ul style="list-style-type: none"> • Similar to Infosys KM model • Allows for the incremental introduction of KM initiatives |

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| 5 | Forrester Group KM maturity model | <ul style="list-style-type: none"> • Focus on how employees acquire relevant content for providing KM support • Deals with the incremental introduction of KM activities |
| 6 | Wenger CoP life-cycle model | <ul style="list-style-type: none"> • A good indicator of cultural evolution • Coalescing of informal networks of peers who share valuable knowledge • Help to identify key KM roles and responsibilities for different KM phases |