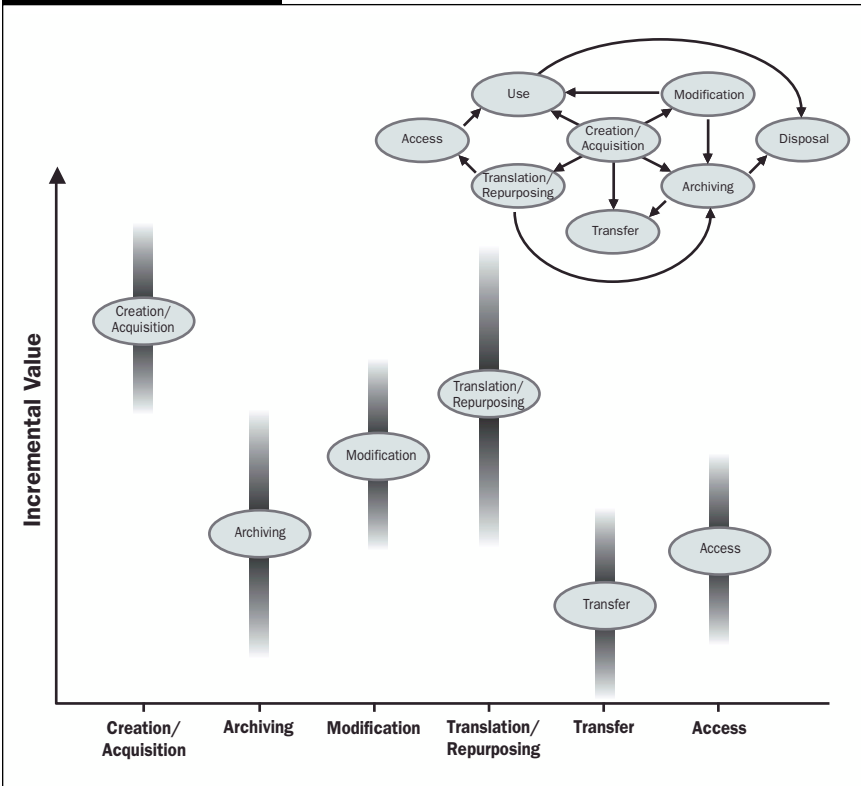


EXHIBIT 7.6



costs than others do. Similarly, competing services create an upper boundary on the incremental value of a given phase of the knowledge life cycle. For example, the cost of an outside archiving service limits the value that an internal archiving effort can add to the information.

Summary

The bottom line in assessing the value of Knowledge Management is whether it can provide significant, measurable return on the corporation's investment. In the absence of industry-wide proof that a KM approach is economically rewarding, and since ROI and benchmarking techniques cannot provide meaningful assessments, the balanced score-