EXHIBIT 6.2

```
                    ┌──────────────────┐
                    │ Determine Needs  │
                    └────────┬─────────┘
                             ▼                    Internal
                    ┌──────────────────┐          Focus
                    │ Establish Budget │
                    └────────┬─────────┘
                             ▼
                    ┌──────────────────┐
                    │   Develop RFP    │
                    └────────┬─────────┘
                             │
                             ▼
                    ┌──────────────────┐
                    │    Issue RFP     │
                    └────────┬─────────┘
   External                  ▼
    Focus           ┌──────────────────┐
                    │ Assess Proposals │
                    └────────┬─────────┘
                             ▼
                    ┌──────────────────┐
                    │ Evaluate Solutions│
                    └────────┬─────────┘
                             │
                             ▼
                    ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─┐
                    │ Negotiate Contract│
                    └ ─ ─ ─ ─┬─ ─ ─ ─ ─┘
                             ▼             Collaborative
                    ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─┐  Implementation
                    │ Implement Solution│
                    └ ─ ─ ─ ─┬─ ─ ─ ─ ─┘
                             ▼
                    ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─┐
                    │  Assess Results  │
                    └ ─ ─ ─ ─ ─ ─ ─ ─ ─┘
```
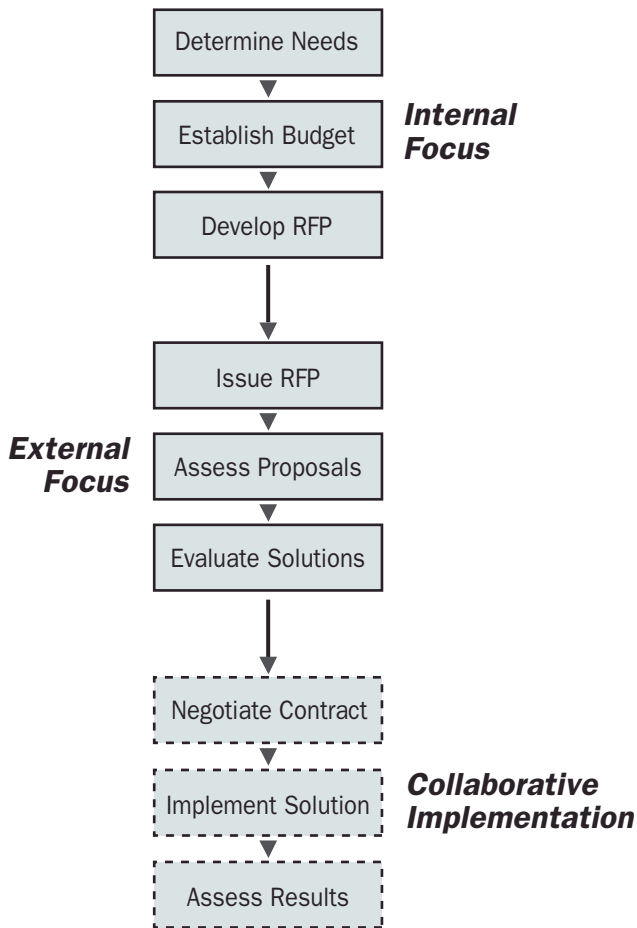
For the purpose of identifying and assessing potential technology-based solutions to KM challenges, the first six stages of the implementation process are the most critical. Therefore, the discussion here focuses on those stages. The last three stages, which involve the actual implementation of the solution, are covered in Chapter 8.

The first three stages in the process, which culminate in an RFP, are primarily internally focused. As in the story of CGF, creating a