

Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

lfescoba@uci.edu

Is there a general consensus in your organization about what knowledge management means?

yes

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☒ Yes

☐ NO

Do the people who need information know who has it and how to find it? *

☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☒ Yes

☐ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☒ Yes

☐ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
- ☒ Intelligence gathering tools/features
- ☐ Data mining
- ☐ text mining
- ☐ Article Creation
- ☐ Public Use / Education
- ☐ Internal Use

What is the most important use of a Knowledge Management (KM) System?

*

- ☐ Knowledge Reuse
- ☐ Knowledge Creation
- ☐ Knowledge Acquisition
- ☒ Knowledge Discovery
- ☐ Other:

If you were the administrator of a knowledge management tool, which practices would you find to be most useful when gathering tacit knowledge? (Rank 1-6) *

	Surveys	Questionnaires	Individual Interviews	Group Interviews	Focus Groups	Network Analysis
1st most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2nd most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
5th most important	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th most important	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

☒ Rules

☒ Processes

☐ Manuals

☐ Organizational culture

☐ Codes of Conduct

☐ Ethics

☐ Products

☐ Other:

What are the largest concerns for organizations when implementing a KM platform? *

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
1st largest concern	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4th largest concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☐ Lack of human resources for gathering
- ☒ No model or frame of reference to extract and codify the knowledge
- ☐ Other:

Please select all the features you would prioritize when selecting a KM platform. *

- ☒ Control Access
- ☐ Rich Text Editor
- ☒ Structured Content
- ☐ Lists and Labels
- ☐ Restore Deleted Content
- ☐ Content History
- ☐ Roll Up / Roll down process flow and approval management
- ☐ Tagging
- ☒ Reporting
- ☐ Contextual Help Widgets (suggestions of relevancy)
- ☐ Central repository of for articles
- ☒ Easy create, edit, and publish articles

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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

cjang@hotbsoftware.com

Is there a general consensus in your organization about what knowledge management means?

Efficient Use of Information

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☐ Yes

☒ NO

Do the people who need information know who has it and how to find it? *

☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☒ Yes

☐ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☐ Yes

☒ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
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What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☐ Lack of human resources for gathering
- ☒ No model or frame of reference to extract and codify the knowledge
- ☐ Other:

Please select all the features you would prioritize when selecting a KM platform. *

- ☐ Control Access
- ☐ Rich Text Editor
- ☒ Structured Content
- ☒ Lists and Labels
- ☐ Restore Deleted Content
- ☐ Content History
- ☒ Roll Up / Roll down process flow and approval management
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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

bramadas@counselordirect.com

Is there a general consensus in your organization about what knowledge management means?

Yes

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☒ Yes

☐ NO

Do the people who need information know who has it and how to find it? *

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Is technology used effectively to share knowledge within your organization? *

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What is the single most important reason for a KM system *

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- ☐ Knowledge Creation
- ☐ Knowledge Acquisition
- ☐ Knowledge Discovery
- ☒ Other: All of the above

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	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

jpuccini@hotbsoftware.com

Is there a general consensus in your organization about what knowledge management means?

Record, search, find, view information

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☒ Yes

☐ NO

Do the people who need information know who has it and how to find it? *

☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☐ Yes

☒ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☐ Yes

☒ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
- ☒ Intelligence gathering tools/features
- ☐ Data mining
- ☐ text mining
- ☐ Article Creation
- ☐ Public Use / Education
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Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

☐ Rules

☐ Processes

☒ Manuals

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What are the largest concerns for organizations when implementing a KM platform? *

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What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☐ Lack of human resources for gathering
- ☒ No model or frame of reference to extract and codify the knowledge
- ☐ Other:

Please select all the features you would prioritize when selecting a KM platform. *

- ☐ Control Access
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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

tdipietro@hotbsoftware.com

Is there a general consensus in your organization about what knowledge management means?

Yes

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☒ Yes

☐ NO

Do the people who need information know who has it and how to find it? *

☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☐ Yes

☒ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☒ Yes

☐ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
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Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

- ☒ Rules
- ☒ Processes
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- ☒ Organizational culture
- ☒ Codes of Conduct
- ☒ Ethics
- ☒ Products

☐ Other: _____

What are the largest concerns for organizations when implementing a KM platform? *

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What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
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- ☒ Control Access
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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

msfwebdude@gmail.com

Is there a general consensus in your organization about what knowledge management means?

no

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☒ Yes

☐ NO

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☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☒ Yes

☐ NO

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☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☒ Document Management
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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

patrickmacdowell+survey@gmail.com

Is there a general consensus in your organization about what knowledge management means?

Nope

Is your organization doing anything it calls knowledge management? *

☐ Yes

☒ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

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☐ Yes

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- ☐ Knowledge Discovery
- ☐ Other: _____

If you were the administrator of a knowledge management tool, which practices would you find to be most useful when gathering tacit knowledge? (Rank 1-6) *

	Surveys	Questionnaires	Individual Interviews	Group Interviews	Focus Groups	Network Analysis
1st most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2nd most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd most important	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th most important	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

☐ Rules

☒ Processes

☐ Manuals

☒ Organizational culture

☐ Codes of Conduct

☐ Ethics

☐ Products

☐ Other: _____

What are the largest concerns for organizations when implementing a KM platform? *

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
1st largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd largest concern	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd largest concern	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4th largest concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☐ Lack of human resources for gathering
- ☒ No model or frame of reference to extract and codify the knowledge
- ☐ Other: _____

Please select all the features you would prioritize when selecting a KM platform. *

- ☒ Control Access
- ☐ Rich Text Editor
- ☒ Structured Content
- ☒ Lists and Labels
- ☒ Restore Deleted Content
- ☒ Content History
- ☐ Roll Up / Roll down process flow and approval management
- ☒ Tagging
- ☐ Reporting
- ☒ Contextual Help Widgets (suggestions of relevancy)
- ☒ Central repository of for articles
- ☒ Easy create, edit, and publish articles

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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

edobyns@hotmailsoftware.com

Is there a general consensus in your organization about what knowledge management means?

No

Is your organization doing anything it calls knowledge management? *

☐ Yes

☒ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☐ Yes

☒ NO

Do the people who need information know who has it and how to find it? *

☐ Yes

☒ NO

Is knowledge systematically transferred from one part of your organization to another? *

☐ Yes

☒ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☐ Yes

☒ NO

Is technology used effectively to share knowledge within your organization? *

☐ Yes

☒ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
- ☐ Intelligence gathering tools/features
- ☐ Data mining
- ☐ text mining
- ☐ Article Creation
- ☐ Public Use / Education
- ☒ Internal Use

What is the most important use of a Knowledge Management (KM) System?

*

- ☐ Knowledge Reuse
- ☐ Knowledge Creation
- ☐ Knowledge Acquisition
- ☐ Knowledge Discovery
- ☒ Other: Customer Support > Knowledge Reuse/creation/acquisition/discovery

If you were the administrator of a knowledge management tool, which practices would you find to be most useful when gathering tacit knowledge? (Rank 1-6) *

	Surveys	Questionnaires	Individual Interviews	Group Interviews	Focus Groups	Network Analysis
1st most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5th most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

- ☐ Rules
- ☐ Processes
- ☐ Manuals
- ☐ Organizational culture
- ☐ Codes of Conduct
- ☐ Ethics
- ☐ Products
- ☒ Other: Developers

What are the largest concerns for organizations when implementing a KM platform? *

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
1st largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☒ Lack of process
- ☐ Lack of human resources for gathering
- ☐ No model or frame of reference to extract and codify the knowledge
- ☐ Other:

Please select all the features you would prioritize when selecting a KM platform. *

- ☐ Control Access
- ☐ Rich Text Editor
- ☒ Structured Content
- ☐ Lists and Labels
- ☐ Restore Deleted Content
- ☐ Content History
- ☐ Roll Up / Roll down process flow and approval management
- ☐ Tagging
- ☐ Reporting
- ☐ Contextual Help Widgets (suggestions of relevancy)
- ☒ Central repository of for articles
- ☐ Easy create, edit, and publish articles

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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

todd@hotbsoftware.com

Is there a general consensus in your organization about what knowledge management means?

Yes

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☒ Yes

☐ NO

Do the people who need information know who has it and how to find it? *

☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☒ Yes

☐ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☒ Yes

☐ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
- ☐ Intelligence gathering tools/features
- ☐ Data mining
- ☐ text mining
- ☐ Article Creation
- ☐ Public Use / Education
- ☒ Internal Use

What is the most important use of a Knowledge Management (KM) System?

*

- ☒ Knowledge Reuse
- ☐ Knowledge Creation
- ☐ Knowledge Acquisition
- ☐ Knowledge Discovery
- ☐ Other:

If you were the administrator of a knowledge management tool, which practices would you find to be most useful when gathering tacit knowledge? (Rank 1-6) *

	Surveys	Questionnaires	Individual Interviews	Group Interviews	Focus Groups	Network Analysis
1st most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2nd most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3rd most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5th most important	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th most important	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

☐ Rules

☒ Processes

☐ Manuals

☒ Organizational culture

☐ Codes of Conduct

☐ Ethics

☒ Products

☐ Other: _____

What are the largest concerns for organizations when implementing a KM platform? *

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
1st largest concern	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd largest concern	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4th largest concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☐ Lack of human resources for gathering
- ☒ No model or frame of reference to extract and codify the knowledge
- ☐ Other:

Please select all the features you would prioritize when selecting a KM platform. *

- ☒ Control Access
- ☐ Rich Text Editor
- ☐ Structured Content
- ☐ Lists and Labels
- ☒ Restore Deleted Content
- ☒ Content History
- ☒ Roll Up / Roll down process flow and approval management
- ☒ Tagging
- ☒ Reporting
- ☐ Contextual Help Widgets (suggestions of relevancy)
- ☒ Central repository of for articles
- ☒ Easy create, edit, and publish articles

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Google Forms

Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

sergio@hotbsoftware.com

Is there a general consensus in your organization about what knowledge management means?

No

Is your organization doing anything it calls knowledge management? *

☐ Yes

☒ No

Has a business need for knowledge management been identified? *

☐ Yes

☒ NO

Are people specifically assigned to knowledge management activities?

☐ Yes

☒ NO

Do the people who need information know who has it and how to find it? *

☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☐ Yes

☒ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☐ Yes

☒ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
- ☐ Intelligence gathering tools/features
- ☐ Data mining
- ☐ text mining
- ☐ Article Creation
- ☐ Public Use / Education
- ☒ Internal Use

What is the most important use of a Knowledge Management (KM) System?

*

- ☐ Knowledge Reuse
- ☐ Knowledge Creation
- ☐ Knowledge Acquisition
- ☐ Knowledge Discovery
- ☒ Other: Standard Operating Procedure for future investments

If you were the administrator of a knowledge management tool, which practices would you find to be most useful when gathering tacit knowledge? (Rank 1-6) *

	Surveys	Questionnaires	Individual Interviews	Group Interviews	Focus Groups	Network Analysis
1st most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd most important	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd most important	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

- ☐ Rules
- ☐ Processes
- ☐ Manuals
- ☐ Organizational culture
- ☐ Codes of Conduct
- ☐ Ethics
- ☐ Products

☒ Other:

I dont know how to answer this question. What is embedded knowledge? And I dont work across divisions or subsidiaries so I dont think this applies to our business.

What are the largest concerns for organizations when implementing a KM platform? *

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
1st largest concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2nd largest concern	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3rd largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th largest concern	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☐ Lack of human resources for gathering
- ☐ No model or frame of reference to extract and codify the knowledge
- ☒ Other: Having the time to dedicate to the administration of the organization

Please select all the features you would prioritize when selecting a KM platform. *

- ☐ Control Access
- ☐ Rich Text Editor
- ☐ Structured Content
- ☐ Lists and Labels
- ☐ Restore Deleted Content
- ☐ Content History
- ☐ Roll Up / Roll down process flow and approval management
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- ☐ Central repository of for articles
- ☒ Easy create, edit, and publish articles

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Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

iam.luisg@gmail.com

Is there a general consensus in your organization about what knowledge management means?

Yes

Is your organization doing anything it calls knowledge management? *

☐ Yes

☒ No

Has a business need for knowledge management been identified? *

☒ Yes

☐ NO

Are people specifically assigned to knowledge management activities?

☐ Yes

☒ NO

Do the people who need information know who has it and how to find it? *

☒ Yes

☐ NO

Is knowledge systematically transferred from one part of your organization to another? *

☐ Yes

☒ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☐ Yes

☒ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☐ Yes

☒ No

What is the single most important reason for a KM system *

- ☒ Document Management
- ☐ Intelligence gathering tools/features
- ☐ Data mining
- ☐ text mining
- ☐ Article Creation
- ☐ Public Use / Education
- ☐ Internal Use

What is the most important use of a Knowledge Management (KM) System?

*

- ☒ Knowledge Reuse
- ☐ Knowledge Creation
- ☐ Knowledge Acquisition
- ☐ Knowledge Discovery
- ☐ Other: _____

If you were the administrator of a knowledge management tool, which practices would you find to be most useful when gathering tacit knowledge? (Rank 1-6) *

	Surveys	Questionnaires	Individual Interviews	Group Interviews	Focus Groups	Network Analysis
1st most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3rd most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5th most important	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th most important	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

☐ Rules

☐ Processes

☒ Manuals

☐ Organizational culture

☐ Codes of Conduct

☐ Ethics

☐ Products

☐ Other: _____

What are the largest concerns for organizations when implementing a KM platform? *

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
1st largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd largest concern	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd largest concern	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4th largest concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☐ Lack of human resources for gathering
- ☒ No model or frame of reference to extract and codify the knowledge
- ☐ Other:

Please select all the features you would prioritize when selecting a KM platform. *

- ☒ Control Access
- ☒ Rich Text Editor
- ☒ Structured Content
- ☒ Lists and Labels
- ☐ Restore Deleted Content
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Google Forms

Customer Survey (Knowledge Management Tool)

Please select or fill in the best option for each question.

Email address *

ssanders@hotbsoftware.com

Is there a general consensus in your organization about what knowledge management means?

Yes

Is your organization doing anything it calls knowledge management? *

☒ Yes

☐ No

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Do the people who need information know who has it and how to find it? *

☐ Yes

☒ NO

Is knowledge systematically transferred from one part of your organization to another? *

☒ Yes

☐ NO

Does your organization measure the impact or success of its knowledge management efforts? *

☐ Yes

☒ NO

Is technology used effectively to share knowledge within your organization? *

☒ Yes

☐ NO

Do you believe that a knowledge management tool/platform would provide your organization a competitive advantage? *

☒ Yes

☐ No

What is the single most important reason for a KM system *

- ☐ Document Management
- ☒ Intelligence gathering tools/features
- ☐ Data mining
- ☐ text mining
- ☐ Article Creation
- ☐ Public Use / Education
- ☐ Internal Use

What is the most important use of a Knowledge Management (KM) System?

*

- ☒ Knowledge Reuse
- ☐ Knowledge Creation
- ☐ Knowledge Acquisition
- ☐ Knowledge Discovery
- ☐ Other: _____

If you were the administrator of a knowledge management tool, which practices would you find to be most useful when gathering tacit knowledge? (Rank 1-6) *

	Surveys	Questionnaires	Individual Interviews	Group Interviews	Focus Groups	Network Analysis
1st most important	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd most important	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th most important	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6th most important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply)

*

- ☐ Rules
- ☐ Processes
- ☐ Manuals
- ☒ Organizational culture
- ☐ Codes of Conduct
- ☐ Ethics
- ☐ Products
- ☐ Other: _____

What are the largest concerns for organizations when implementing a KM platform? *

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation of technology	Improper budgeting and excessive costs
1st largest concern	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd largest concern	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd largest concern	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4th largest concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

What is largest road block from acquiring embedded knowledge across your organization. *

- ☐ IT
- ☐ Software
- ☐ Lack of process
- ☒ Lack of human resources for gathering
- ☐ No model or frame of reference to extract and codify the knowledge
- ☐ Other: _____

Please select all the features you would prioritize when selecting a KM platform. *

- ☐ Control Access
- ☐ Rich Text Editor
- ☐ Structured Content
- ☐ Lists and Labels
- ☒ Restore Deleted Content
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- ☐ Roll Up / Roll down process flow and approval management
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