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? * 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

Wh	nat is the single most important reason for a KM system *
\bigcirc	Document Management
•	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
\bigcirc	Knowledge Reuse
\bigcirc	Knowledge Creation
\bigcirc	Knowledge Acquisition
•	Knowledge Discovery
\bigcirc	Other:

	Surveys	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\circ	\circ	\bigcirc	\bigcirc	\bigcirc	•
2nd most important	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc
3rd most important	\bigcirc	\circ	\circ	•	\bigcirc	\circ
4th most important	\bigcirc	0	0	\bigcirc	•	\circ
5th most important	\bigcirc	•	0	\bigcirc	\bigcirc	\circ
6th most important	•	\bigcirc		\circ		\bigcirc
across all d * Rules	ivisions/sı	ubsidiaries o	of your orga	anization. (Select all tha	at apply)
✓ Processes	5					
Manuals						
Organizati	ional culture					
Codes of 0	Conduct					
Ethics						
Products						

Other:

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs	
1st largest concern	•		\circ	\circ	
2nd largest concern	\bigcirc		\circ	\bigcirc	
3rd largest concern	\bigcirc	\bigcirc		\circ	
4th largest concern	\bigcirc	\bigcirc	\circ		
What is largest road block from acquiring embedded knowledge across your organization. *					
O IT					
O Software					
O Lack of proces	SS				
Lack of human	resources for ga	atherina			

No model or frame of reference to extract and codify the knowledge

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

Roll Up / Roll down process flow and approval management

Contextual Help Widgets (suggestions of relevancy)

Central repository of for articles

Easy create, edit, and publish articles

Tagging

Reporting

platform. *			
~	Control Access		
	Rich Text Editor		
~	Structured Content		
	Lists and Labels		
	Restore Deleted Content		
	Content History		

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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?
Efficent Use of Information
Is your organization doing anything it calls knowledge management? *
Yes
O 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
O 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

vvn	nat is the single most important reason for a KM system *
\bigcirc	Document Management
•	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
	nat is the most important use of a Knowledge Management (KM) System? Knowledge Reuse
*	
*	Knowledge Reuse
*	Knowledge Reuse Knowledge Creation

(Italik i o)						
	Surveys	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\bigcirc	\circ		\bigcirc	•	\bigcirc
2nd most important	\bigcirc	\circ	\bigcirc	\bigcirc	\bigcirc	•
3rd most important	\bigcirc	0	\bigcirc	•	\bigcirc	\bigcirc
4th most important	\bigcirc	0	•		\bigcirc	\bigcirc
5th most important	•	\circ	\bigcirc	\bigcirc	\bigcirc	\bigcirc
6th most important	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Where does your company extract most of the embedded knowledge across all divisions/subsidiaries of your organization. (Select all that apply) ★ Rules Processes						

'	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs
1st largest concern	\bigcirc		\bigcirc	
2nd largest concern	\bigcirc	\bigcirc	•	\bigcirc
3rd largest concern	\bigcirc		\circ	•
4th largest concern				\bigcirc
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across youi
O IT				
Software				
O Lack of proces	SS			
C Lack of human	n resources for ga	athering		
No model or fi	rame of reference	to extract and codify the	e knowledge	
Other:				

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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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? *
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 *
December Management	

•	Document Management
\bigcirc	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
\bigcirc	Knowledge Reuse
\bigcirc	Knowledge Creation
\bigcirc	Knowledge Acquisition
\bigcirc	Knowledge Discovery
	Other: All of the above

	Surveys	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\bigcirc	0		\bigcirc	\bigcirc	\bigcirc
2nd most important	\bigcirc	\bigcirc			\bigcirc	\bigcirc
3rd most important	\circ	•	\bigcirc		0	\bigcirc
4th most important		\bigcirc			\bigcirc	\bigcirc
5th most important	\bigcirc	\bigcirc	\bigcirc		•	\bigcirc
6th most important	\circ	0	\bigcirc	\bigcirc	\bigcirc	•

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:

'	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs
1st largest concern	\bigcirc	\bigcirc		\bigcirc
2nd largest concern	\bigcirc	•	\circ	\bigcirc
3rd largest concern	•	\bigcirc	\circ	\bigcirc
4th largest concern				•
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across you
ОІТ				
O Software				
O Lack of proces	SS			
O Lack of humar	n resources for ga	athering		
No model or fr	ame of reference	to extract and codify the	e 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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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? *
O Yes
● NO
Does your organization measure the impact or success of its knowledge management efforts? *
O 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

Wh	nat is the single most important reason for a KM system *
\bigcirc	Document Management
•	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
•	Knowledge Reuse
\bigcirc	Knowledge Creation
\bigcirc	Knowledge Acquisition
\bigcirc	Knowledge Discovery
\bigcirc	Other:

	Surveys	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\bigcirc	\circ	\bigcirc	\bigcirc	\bigcirc	•
2nd most important	\circ	0	•	\bigcirc	\bigcirc	\bigcirc
3rd most important	\bigcirc	\bigcirc			0	\bigcirc
4th most important	\bigcirc	\bigcirc	\bigcirc		•	\bigcirc
5th most important		•	\bigcirc		0	\bigcirc
6th most important	•	\bigcirc		\bigcirc		\circ
* Rules Processes		ubsidiaries o	n your orga	iiiizatioii. (Select all the	ат арріу)
_	5					
Manuals						
✓ Organizati	onal culture					
Codes of 0	Conduct					
Ethics						
Products						
Other:						

p				
	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs
1st largest concern	\circ			\circ
2nd largest concern	\bigcirc	•	\circ	\bigcirc
3rd largest concern		\bigcirc	\circ	\bigcirc
4th largest concern	\bigcirc	\bigcirc	\circ	
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across youi
Software				
O Lack of proces	SS			
O Lack of humar	resources for ga	athering		
No model or fr	ame of reference	to extract and codify the	e 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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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? *
O 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

Wh	nat is the single most important reason for a KM system *
\bigcirc	Document Management
•	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
	Internal Use
\cup	internal Ose
Wh*	nat is the most important use of a Knowledge Management (KM) System?
	nat is the most important use of a Knowledge Management (KM) System?
	nat is the most important use of a Knowledge Management (KM) System? Knowledge Reuse
	nat is the most important use of a Knowledge Management (KM) System? Knowledge Reuse Knowledge Creation

(1.001111.1.0)						
	Surveys	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\bigcirc	\bigcirc	•	\bigcirc	0	\bigcirc
2nd most important	\bigcirc	\circ		•	\circ	0
3rd most important	\bigcirc	\circ			\circ	•
4th most important	•	\bigcirc	\bigcirc		\circ	\circ
5th most important	\bigcirc		\bigcirc	\bigcirc	\circ	\circ
6th most important	\bigcirc	\circ		\bigcirc	•	\bigcirc

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:

p						
	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs		
1st largest concern	\circ		\circ			
2nd largest concern	\bigcirc	\bigcirc	•	\bigcirc		
3rd largest concern	\bigcirc	•	\circ	\bigcirc		
4th largest concern		\circ	\bigcirc	\bigcirc		
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across youi		
O Software	Software					
O Lack of proces	SS					
O Lack of humar	n resources for ga	athering				
No model or fr	rame of reference	e to extract and codify the	e knowledge			
Other:	Other:					

Reporting

Central repository of for articles

Easy create, edit, and publish articles

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				
T agging				

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Google Forms

Contextual Help Widgets (suggestions of relevancy)

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

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

Wh	at is the single most important reason for a KM system *
•	Document Management
\bigcirc	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
•	Knowledge Reuse
\bigcirc	Knowledge Creation
\bigcirc	Knowledge Acquisition
\bigcirc	Knowledge Discovery

Other:

	Surveys	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	•	\circ	\bigcirc	\bigcirc	\bigcirc	\bigcirc
2nd most important	\bigcirc	•			\bigcirc	\bigcirc
3rd most important	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc
4th most important	\bigcirc	\bigcirc	\bigcirc	•	0	\bigcirc
5th most important	\bigcirc	\bigcirc		\bigcirc	•	\bigcirc
6th most important	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	•
across all di * Rules	visions/sı	ubsidiaries o	f your orga	anization. (Select all the	at apply)
Rules						
Processes						
Manuals						
Organization	onal culture					
Codes of C	Conduct					
Ethics						
Products						
Other:						

p.2	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs		
1st largest concern	\bigcirc		\circ	\circ		
2nd largest concern		\bigcirc	\circ	\bigcirc		
3rd largest concern	\bigcirc	\bigcirc		\bigcirc		
4th largest concern	\circ			•		
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across you		
organization. *						
O IT						
Software						
Lack of proces	rs .					
Lack of human	resources for ga	athering				
O No model or fr	ame of reference	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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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 Are people specifically assigned to knowledge management activities? Yes ON (

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? *
O Yes
● NO
Does your organization measure the impact or success of its knowledge management efforts? *
O 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

Wh	at is the single most important reason for a KM system *
•	Document Management
\bigcirc	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
\bigcirc	Knowledge Reuse
\bigcirc	Knowledge Creation
•	Knowledge Acquisition

Other:

Knowledge 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	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\circ	\bigcirc	\bigcirc	\bigcirc	\circ	
2nd most important	\bigcirc	\circ	•	\bigcirc	\bigcirc	\bigcirc
3rd most important	\bigcirc	•		\bigcirc	\bigcirc	\bigcirc
4th most important		\bigcirc			\bigcirc	\bigcirc
5th most important	\bigcirc	\bigcirc	\circ		\bigcirc	\bigcirc
6th most important	\bigcirc	\bigcirc	\bigcirc	\bigcirc		\bigcirc
* Rules	VI3IOI13/3	ubsidiaries o	n your orga	anization. (Select all the	ат арріу)
	V10101107 01		i your orge	amzation. (ocicot dir tin	at apply)
✓ Processes						
Manuals						
Organization	onal culture					
Codes of C	Conduct					
Ethics						
Products						
Other:						

•	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs
1st largest concern	\bigcirc		\bigcirc	
2nd largest concern	•	\bigcirc	\circ	\bigcirc
3rd largest concern	\bigcirc	\bigcirc	•	\bigcirc
4th largest concern				•
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across you
O IT				
Software				
O Lack of proces	SS			
O Lack of humar	n resources for ga	athering		
No model or fr	ame of reference	to extract and codify the	e 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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Please select or fill in the best option for each question. Email address * edobyns@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 ON (

Do the people who need information know who has it and how to find it? *
O Yes
● NO
Is knowledge systematically transferred from one part of your organization to another? *
O Yes
● NO
Does your organization measure the impact or success of its knowledge management efforts? *
O Yes
● NO
Is technology used effectively to share knowledge within your organization?
O 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 *
O Document Management
O Intelligence gathering tools/features
O Data mining
O text mining
O Article Creation
O Public Use / Education
Internal Use
What is the most important use of a Knowledge Management (KM) System?
*
* Continue to the second of t
Knowledge ReuseKnowledge Creation

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	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\circ	\circ	•		\bigcirc	\circ
2nd most important	\bigcirc	\circ	•	\bigcirc	\bigcirc	\circ
3rd most important	\circ	\circ	•	\bigcirc	\bigcirc	\circ
4th most important		\bigcirc	•		\bigcirc	\circ
5th most important	\bigcirc	\circ	•	\bigcirc	\bigcirc	\bigcirc
6th most important	\circ	\bigcirc	•			\circ
* Rules	IVISIONS/SI	ubsidiaries o	i your orga	inization. (Select all the	ат арріу)
	-	ipany extract ubsidiaries o				_
Rules						
Processes						
Manuals						
Organizati	onal culture					
Codes of 0	Conduct					
Ethics						
Products						
Other: De	velopers					

p. a				
	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs
1st largest concern	0		\circ	\bigcirc
2nd largest concern	\bigcirc		\circ	\bigcirc
3rd largest concern	\bigcirc		\circ	\circ
4th largest concern			\bigcirc	\bigcirc
organization. *	road block fro	om acquiring embed	dded knowled	ge across your
O Software				
Lack of proces	SS			
O Lack of humar	n resources for ga	athering		
O No model or fr	rame of reference	to extract and codify the	e knowledge	
Other:				

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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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
O NO
Does your organization measure the impact or success of its knowledge management efforts? *
Yes
O 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 *
O Document Management
O Intelligence gathering tools/features
O Data mining
O text mining
O Article Creation
O Public Use / Education
Internal Use
Internal ose
What is the most important use of a Knowledge Management (KM) System?
What is the most important use of a Knowledge Management (KM) System?
What is the most important use of a Knowledge Management (KM) System?
What is the most important use of a Knowledge Management (KM) System? * * * * * * * * * * * * *
What is the most important use of a Knowledge Management (KM) System? * Knowledge Reuse Knowledge Creation
What is the most important use of a Knowledge Management (KM) System? Knowledge Reuse Knowledge Creation Knowledge Acquisition

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	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\circ	\bigcirc	\bigcirc	\bigcirc	0	
2nd most important	0	\bigcirc	\circ	\bigcirc	•	\circ
3rd most important	0	\bigcirc	\circ	•	\bigcirc	\circ
4th most important	\circ	\bigcirc	•		\bigcirc	\circ
5th most important	\circ	•	\circ		\bigcirc	\circ
6th most important		\circ		\bigcirc		\circ
across all di * Rules	visions/s	ubsidiaries o	it your orga	anization. (Select all tha	at apply)
	V1310113/30	ubsidiaries o	n your orga	inization. (Select all the	ас арріу)
Processes						
Manuals						
Organization	onal culture					
Codes of C	Codes of Conduct					
Ethics						
✓ Products						
Other:						

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs
1st largest concern	•		\circ	\circ
2nd largest concern	\bigcirc		\circ	\bigcirc
3rd largest concern	\circ	\bigcirc	•	\bigcirc
4th largest concern	\bigcirc		\circ	•
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across you
O IT				
O Software				
O Lack of proces	SS			
C Lack of human	resources for ga	athering		

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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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 ON (

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? *
O Yes
No No
Does your organization measure the impact or success of its knowledge management efforts? *
O 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 *
O Document Management
O Intelligence gathering tools/features
O Data mining
O text mining
O Article Creation
O Public Use / Education
Internal Use
What is the most important use of a Knowledge Management (KM) System?
O Knowledge Reuse
Knowledge ReuseKnowledge Creation
O Knowledge Creation

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	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\bigcirc	0		\bigcirc	\bigcirc	\bigcirc
2nd most important	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc	\bigcirc
3rd most important		0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
4th most important	\bigcirc	0		\bigcirc	\bigcirc	•
5th most important	\bigcirc	\circ			\bigcirc	\bigcirc
6th most important	\bigcirc	\circ	\bigcirc	\bigcirc	•	\bigcirc

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
	Othory

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.

•	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs			
1st largest concern	\circ		\bigcirc	•			
2nd largest concern	\circ	\bigcirc	•	\circ			
3rd largest concern	\circ	•	\circ	\circ			
4th largest concern	•	\bigcirc	\circ	\circ			
What is largest road block from acquiring embedded knowledge across your organization. *							
O IT							
O Software							
Lack of proces	SS						
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
Tagging
Reporting
Contextual Help Widgets (suggestions of relevancy)
Central repository of for articles
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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 ON (

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? *
O Yes
● NO
Does your organization measure the impact or success of its knowledge management efforts? *
O 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? *
O Yes
No

Wh	nat is the single most important reason for a KM system *
•	Document Management
\bigcirc	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
•	Knowledge Reuse
\bigcirc	Knowledge Creation
\bigcirc	Knowledge Acquisition
\bigcirc	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	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\circ	\circ	\circ	•	\bigcirc	\circ
2nd most important	\bigcirc	\circ	\bigcirc	\bigcirc	•	\bigcirc
3rd most important	\bigcirc	\bigcirc	•	\bigcirc	\bigcirc	\bigcirc
4th most important	\bigcirc	\bigcirc		\bigcirc	0	
5th most important	\bigcirc	•		\bigcirc	\bigcirc	\bigcirc
6th most important	•	\bigcirc	0	\bigcirc		\bigcirc
* Rules	VISIO1107 30	ubsidiaries c	n your orgo			ас арргу)
Processes						
Manuals						
Organizatio	onal culture					
Codes of C	Conduct					
Ethics						
Products						
Other:						

•	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs	
1st largest concern	\circ		\circ	\circ	
2nd largest concern		\bigcirc	\bigcirc	\bigcirc	
3rd largest concern	\circ	\bigcirc	•	\bigcirc	
4th largest concern	\circ	\bigcirc	\circ	•	
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across you	
Оп					
Software					
Cack of proces	SS				
Lack of human	resources for ga	thering			
No model or fra	No model or frame of reference to extract and codify the knowledge				

Other:

	ease select all the features you would prioritize when selecting a KM atform. *
~	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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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
Has a business need for knowledge management been identified? *
O Yes
NO
Are people specifically assigned to knowledge management activities?
O Yes
● NO

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

Wh	nat is the single most important reason for a KM system *
\bigcirc	Document Management
•	Intelligence gathering tools/features
\bigcirc	Data mining
\bigcirc	text mining
\bigcirc	Article Creation
\bigcirc	Public Use / Education
\bigcirc	Internal Use
Wh *	nat is the most important use of a Knowledge Management (KM) System?
•	Knowledge Reuse
\bigcirc	Knowledge Creation
\bigcirc	Knowledge Acquisition
\bigcirc	Knowledge Discovery
\bigcirc	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	Questionairs	Individual Interviews	Group Interviews	Focus Groups	Network Analyis
1st most important	\bigcirc	\circ	•	\bigcirc	\bigcirc	\bigcirc
2nd most important	\bigcirc	\bigcirc			0	\bigcirc
3rd most important	\bigcirc	•	\bigcirc		\bigcirc	\bigcirc
4th most important	•	\bigcirc	\circ		\bigcirc	\circ
5th most important		\bigcirc	\bigcirc		•	\bigcirc
6th most important	\bigcirc	\bigcirc		\bigcirc		•
across all di * Rules	ivisions/s	ubsidiaries o	f your orga	nization. (Select all tha	at apply)
Rules						
Processes						
Manuals						
Organizati	ional culture					
Codes of 0	Conduct					
Ethics						
Products						

	Cross department contribution	Organizational/department "buy in". Lack of relevance, quality of usability	Improper implementation ot technology	Improper budgeting and excessive costs
1st largest concern	•		\circ	\bigcirc
2nd largest concern	\bigcirc		\circ	\bigcirc
3rd largest concern	\bigcirc	\bigcirc	•	\bigcirc
4th largest concern	\circ	\bigcirc	\circ	•
What is largest organization. *	road block fro	om acquiring embed	dded knowled	ge across your
ОІТ				
Software				
O Lack of proces	SS			
Lack of humar	resources for ga	athering		
O No model or fr	ame of reference	to extract and codify the	e knowledge	

Other:

platform. *
Control Access
Rich Text Editor
Structured Content
Lists and Labels
Restore Deleted Content
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