Design of a SMART Knowledge Management System

Author: Marta López
Final Master’s Degree on Multimedia Applications

Consultant: Sergio Schvarstein
Professor: David García Solórzano
Agenda

- Introducing myself
- Introduction to Knowledge Management
- Problem Statement
- Analysis
- Target users
- Main Features
- Benefits
- Look & Feel
- Objectives & Metrics
- Next Steps
Introducing myself

Marta López 🎓
PMO Governance Analyst Intern @ CompanyXYZ & Master’s Student @ UOC

Motivation:
- Merge my studies and job
- Improvement project in my company.
- Challenging area for PMOs

Find more: martaljob.wix.com/martalopezparamio
Introduction to Knowledge Management

- **Lessons:**
  - Best Practices
  - Lessons Learned

  Allows the continuous improvement of processes.

- If the lessons are not properly stored, the knowledge is lost.

- A lesson is not learned, until it makes a change in the organizational behavior as a result.

**Key**

- Improve the organization’s performance through increased effectiveness, productivity and innovation.
- Connect people to share and leverage ideas from different geographical markets and sectors.
- Faster on-boarding of new employees and less time looking for answers.
**Problem Statement**

“How?”

1. Process improvement:
   - ensuring lessons lifecycle ends and gives value.
   - promoting collaboration and best practices dissemination.
   - communicating to engage people.

2. Build a supportive solution
   - One–single qualitative source of information.
   - Proactive system with engagement mechanisms.
   - Metrics and reports extraction.

“KM is essentially about getting the right knowledge to the right person at the right time.”
Engagement is vital, because organizational assets are the sum of individual learning experiences.

**Analysis**

<table>
<thead>
<tr>
<th>capture</th>
<th><strong>As Is</strong></th>
<th><strong>To Be</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email or workspaces.</td>
<td>Short questionnaire.</td>
<td>During the project lifecycle.</td>
</tr>
<tr>
<td>Mainly at project closure.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>store</th>
<th>Excel spreadsheet</th>
<th>Web-application cloud.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>quality</th>
<th>No checked</th>
<th>Rankings &amp; valuation</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>analysis</th>
<th>Different approaches.</th>
<th>Standard reporting of lessons. Insights through data analysis.</th>
</tr>
</thead>
<tbody>
<tr>
<td>No global view.</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>communication</th>
<th>No dissemination.</th>
<th>Push &amp; pull techniques to spread knowledge.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Require reactive approach.</td>
<td></td>
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</tbody>
</table>

**Lessons Learned**

- Lessons learned and post-implementation review meetings are held in most of markets.
- Lessons lifestyle ends in an offline spreadsheet.
  - Reactive approach.
  - Low quality and static content.

**Knowledge assets centralization and facilitate reuse.**

- PMO structure and governance processes already aligned to support it.
Target users

Key Roles, Needs & Responsibilities:

<table>
<thead>
<tr>
<th>Role</th>
<th>CAPTURE</th>
<th>REVIEW</th>
<th>ANALYSE</th>
<th>REVISE</th>
<th>REUSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Team Member</td>
<td>Identify lessons</td>
<td></td>
<td>Rate lessons</td>
<td>Apply recommended actions</td>
<td></td>
</tr>
<tr>
<td>Project Manager</td>
<td>Create lesson log</td>
<td>NO Review</td>
<td>Summarize lessons</td>
<td>Write Actionable recommendation</td>
<td>Search/Share</td>
</tr>
<tr>
<td>Governance Team</td>
<td></td>
<td>YES Review OK?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leadership Team Member</td>
<td></td>
<td>SUPPORT PROCESS</td>
<td>REPORTING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LL KPIs</td>
<td></td>
<td></td>
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</tbody>
</table>
# Main Features

## Search
Intelligent search based on Google Technologies. Search by words, sentences or parameters.

## Cloud Hosted
Web-based application, hosted in the cloud and accessible using employee single sign-on.

## Project advice
Assess project success and provide recommendations to help project initialization.

## Reporting
Generates reports summarizing lessons learned and system analytics, allowing to export them to popular formats.

## Categorization
Customizable categorization of lessons to extract insights.

## User Recognition
Roles assigned to users by participation, using gamification techniques.

### Other features:
- Lessons rated and ranked
- Newsletter & Interest preferences
- User friendly interface
Introduction

Problem statement

Proposed Solution

Demo

Results

Benefits

- Discover content
- Get advice
- Centralized Source of Knowledge
- Get Projects insights in real time
- Plan Better
- Standard Reports
- Faster Onboarding
- Find Experts
- Connect the right people
“Those who cannot remember the past are doomed to repeat it.”

GEORGE SANTAYANA, PHILOSOPHER

What do you want to do?

Search

Search by any word or sentence

Filter

Filter by lesson parameters

Market Impacted: All
Team Impacted: All
Type of lesson: All
Project Phase: All
Subject Area: All

Search

Consult

Will your project be a success?
Find out in five minutes

- Start Now -

Capture

Are you working on a project?
Share your acquired knowledge to benefit all community.
Objectives & Metrics

**Objectives**

**User Orientation**
- Achieve broad usage of the process and solution
- Achieve high level of user satisfaction

**Internal process**
- Increase productivity and streamline processes
- Improve the quality and timeliness of information

**Future Readiness**
- Provide users with necessary competencies to effectively utilize the solution

**Business value**
- Time, money saved by implementing and applying best practices

**Metrics**

- Web Analytics: % of PMs, # lessons, visitants.
- Surveys: % satisfaction, user anecdotes
- Reduced time vs current process.
- Number of contributions and visits to lessons.
- % of PMs trained, information quality measures
- % of successful improvements of 1-year action plans. Comparison between years.
Next Steps

Phase 1 - Discovery
1) State of the art.
2) Assessment of As Is.
3) Solution Proposal.
4) Gather requirements.
5) Evaluate needs and design architecture.
6) Compile feasibility study.

Phase 2 - Pilot
1) Engage stakeholders.
2) Build reporting solutions and agree on metrics.
3) Build application pilot.
4) Test application with a sample of users.
5) Analyze and present results and outcomes.

Phase 3 - Deployment
1) Add new features and improvements agreed.
2) Communicate and engage all stakeholders.
3) Monitor and track adherence to the process and system.

Department of the Navy (2001) Metrics Guide for Knowledge Management Initiatives, Department of the Navy Chief Information Officer


Hoss, Rob; Schlusel, Art (2009) How Do you Measure the Knowledge Management Maturity of Your Organization? Metrics That Assess an Organization’s KM State.


