Design of a SMART Knowledge Management System

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Agenda

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- Problem Statement
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- Main Features
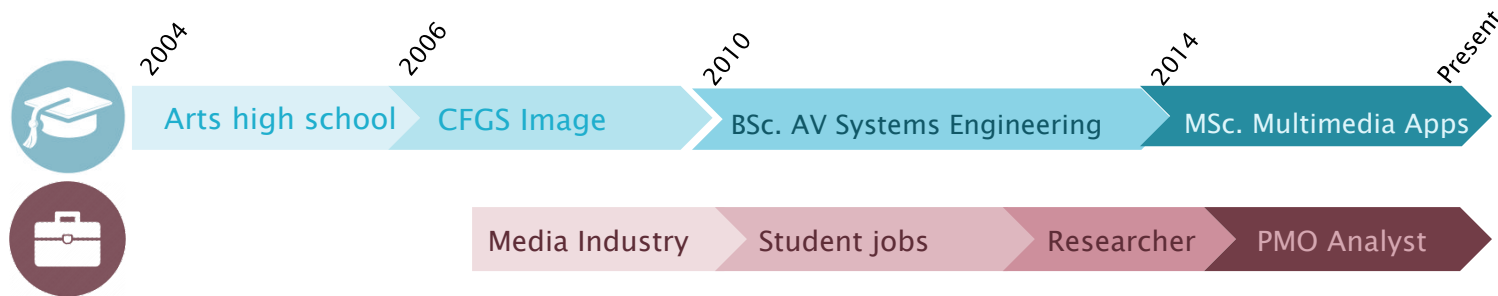- Benefits
- Look & Feel
- Objectives & Metrics
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Introducing myself

Marta López ♪

PMO Governance Analyst Intern @ CompanyXYZ
& Master's Student @ UOC

2004	2006	2010	2014	Present
Arts high school	CFGS Image	BSc. AV Systems Engineering	MSc. Multimedia Apps	

Media Industry	Student jobs	Researcher	PMO Analyst

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
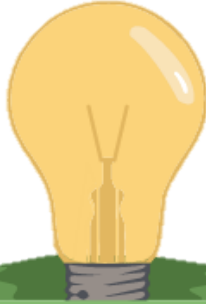
Every project has the potential to help future projects, to be more efficient.

- **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 make 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.

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Problem Statement

"KM is essentially about getting the <u>right</u> knowledge to the <u>right</u> person at the <u>right</u> time."

How?

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

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

Analysis

	As Is	To Be
Capture	Email or workspaces. Mainly at project closure.	Short questionnaire. During the project lifecycle.
Store	Excel spreadsheet	Web-application cloud.
Quality	No checked	Rankings & valuation
Analysis	Different approaches. No global view.	Standard reporting of lessons. Insights through data analysis.
Communication	No dissemination. Require reactive approach.	Push & pull techniques to spread knowledge.

S
- Lessons Learned capture process is already defined and trained.
- Lessons learned and Post-implementation review meetings are held in most of markets.

W
- Lessons lifecycle ends in an offline spreadsheet.
  File your lessons here so we can keep on making the same mistakes
- Reactive approach.
- Low quality and static content.

O
- Knowledge assets centralization and facilitate reuse.
- PMO structure and governance processes already aligned to support it.

T
- Engagement is vital, because organizational assets are the sum of individual learning experiences.

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Target users

Key Roles, Needs & Responsibilities:
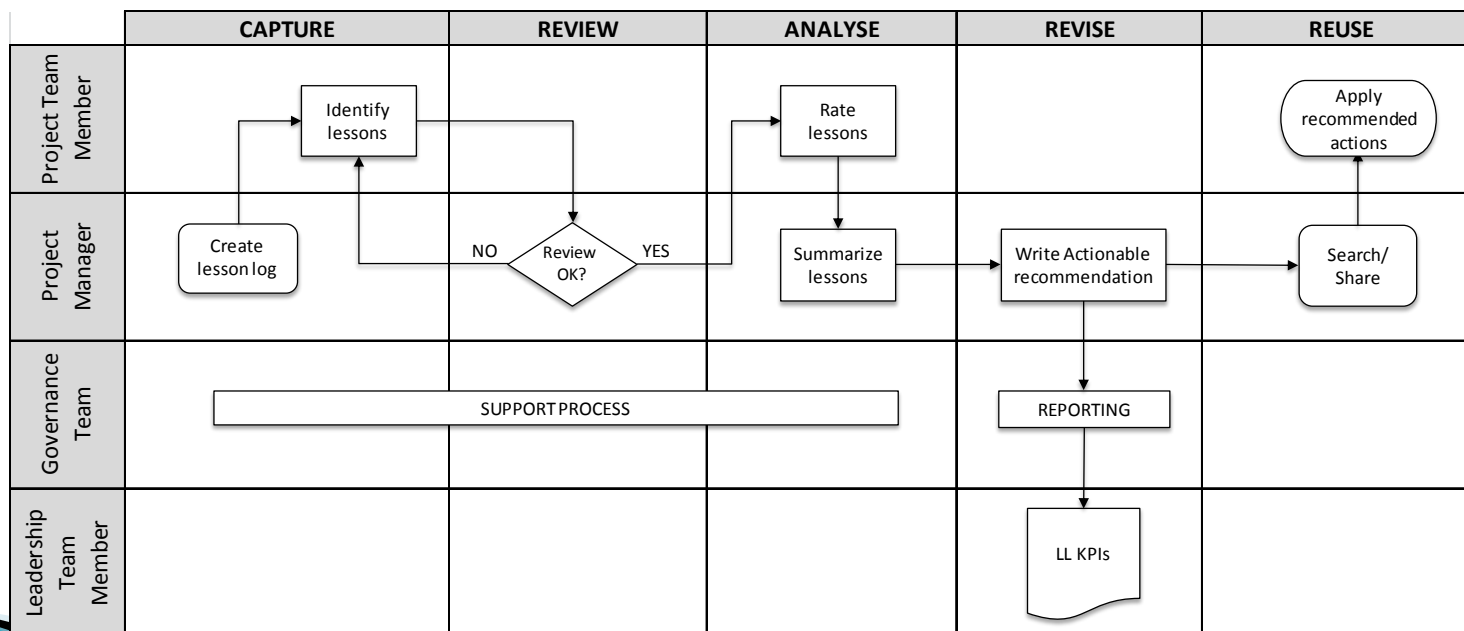
PROJECT TEAM   PROJECT MANAGER   GOVERNANCE TEAM   DELIVERY LEADS

LL process - KMS to-be

		CAPTURE	REVIEW	ANALYSE	REVISE	REUSE
Project Team Member		Identify lessons		Rate lessons		Apply recommended actions
Project Manager		Create lesson log	NO → Review OK? ← YES	Summarize lessons	Write Actionable recommendation	Search/ Share
Governance Team		SUPPORT PROCESS			REPORTING	
Leadership Team Member					LL KPIs	

Main Features

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

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

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

Categorization
Customizable categorization of lessons to extract insights.

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

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

Other features:

- **Lessons rated and ranked**
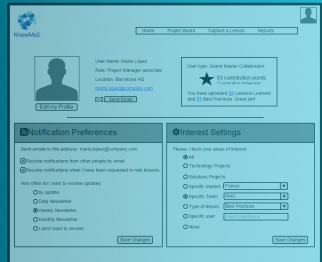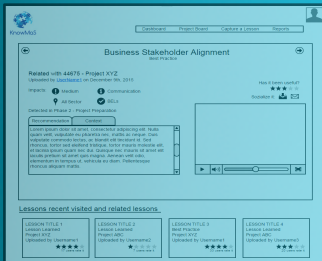- **Newsletter & Interest preferences**
- **User friendly interface**

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
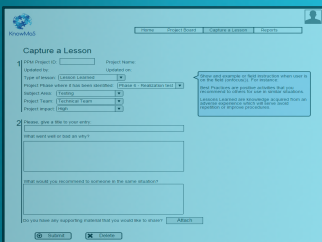
Look & Feel

Other pages:

Home

KnowMaS

MY DASHBOARD   PROJECT BOARD   CAPTURE A LESSON   SEARCH LESSONS   VIEW REPORTS

User Name

"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

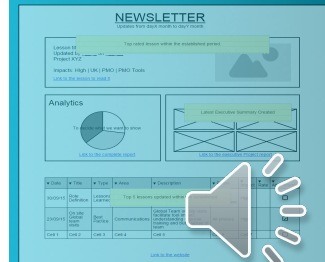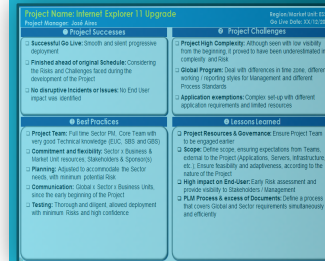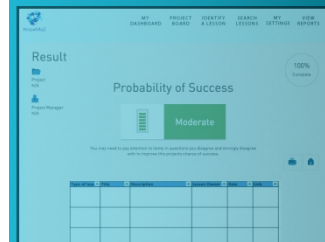Project Phase: All

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.

Other pages:

Objectives & Metrics

Objectives

Metrics

|	Objectives	Metrics
User Orientation	Achieve broad usage of the process and solution	Web Analytics: % of PMs, # lessons, visitants.
	Achieve high level of user satisfaction	Surveys: % satisfaction, user anecdotes
Internal process	Increase productivity and streamline processes	Reduced time vs current process.
	Improve the quality and timeliness of information	Number of contributions and visits to lessons.
Future Readiness	Provide users with necessary competencies to effectively utilize the solution	% of PMs trained, information quality measures
Business value	Time, money saved by implementing and applying best practices	% of successful improvements of 1-year action plans. Comparison between years.

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Next Steps

PROCESS & TOOL

KnowMaS
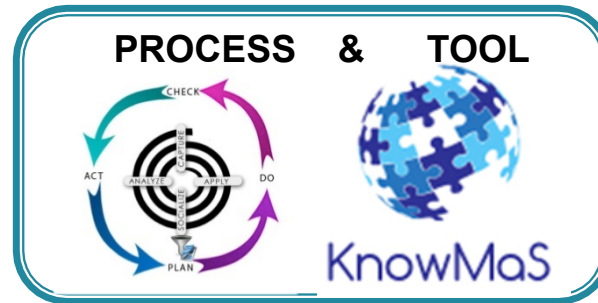
Phase 1 - Discovery

1) State of the art.

2) Assessment of As Is.

3) Solution Proposal.

3) Gather requirements.

4) Evaluate needs and design architecture.

5) 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.

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Tools:

Photoshop   Mockups   Invision   Office 2010