

KM Toolkit Wiki

Contributions Should be Completed by midnight on **Sunday July 14th, 2019**

NOTE: THIS IS A TEAM and CLASS ACTIVITY

Knowledge management is the process through which organizations generate value from their intellectual and knowledge-based assets. This value is generated through an integrated KM cycle consisting of three distinct phases: 1) Knowledge Creation and Capture, 2) Knowledge Sharing and Dissemination and 3) Knowledge Reuse and Application.

As a class, you will be creating a CSU KM Toolkit Wiki that contains products that can be used to perform the various activities identified in each phase. For example, “Collaborate with others” is an activity in the Knowledge Sharing and Dissemination phase. You and members of your team will search the Internet for three products that can be used for collaboration. Using the search string “collaborative software” an entry for webex.com is displayed. Other entries include axerosolutions.com and wrike.com. Once the entries have been identified you’ll use a template to collect information from each site and use the results for a comparison of the three products. Then, you’ll recommend one of the three products you reviewed.

Each team is responsible for **two technologies**; three products should be reviewed for each technology. Consequently, each team should review six products. Since this is a team/class activity more than one team will be assigned to each phase. Suppose two teams are assigned to Phase I. That means four technologies will be examined. Similarly, if three teams are assigned to a particular phase six technologies will be examined.

Keep in mind that several teams have been assigned to each phase. It will be necessary for someone from your team to communicate with the other teams to make sure you are not covering the same technologies in each phase. If the same technology can be used in more than one phase the product review should address that functionality.

Team Assignments

<u>Phases</u>	<u>Teams Assigned</u>
I. Knowledge Creation and Capture	1, 6 and 7
II. Knowledge Sharing and Dissemination	2, 3 and 9
III. Knowledge Reuse and Application	4, 5 and 8

The Wiki

We will be using the PbWorks application for the wiki. It is accessible from the following link:

<http://csukmttoolkitsummer2019.pbworks.com/>

Once there you will need to enter your e-mail address and a password and request access to the wiki. Once I get the request I will grant you permission to join. This authorization may get trapped by your SPAM filter or be placed in your Personal Circles in gmail. If you don't receive a response within 8 hours, check these folders. If you still don't see a response contact me so we can resolve the issue. You may have to request access with another email address.

Grading

Wikis, by definition, are owned by all members of the community. Hence, all members are responsible for the content and the presentation of the material. Based on this definition I assigned grades to each member according to the quality and quantity of his or her contribution.

The wiki grade consists of a team and an individual component. The team grade evaluates the content the team posted on the wiki (i.e. were all the questions answered, were the right products selected, how complete were the explanations, etc.). All members of the team receive the same team grade. The individual component measures the participation of each team member in the wiki (i.e. how many pages did they save, how many pages did they edit, and how many pages did they view).

A team member that is part of a group that posted very good content, made a lot of changes and viewed several pages is more likely to earn a higher score than another member of the same team that only visited the wiki once or twice, didn't save any pages and viewed only 1 or 2 pages (i.e. wasn't very active in the wiki). Remember that the wiki is all about audience participation.

Integrated KM Cycle

I. Knowledge Creation and Capture

- Activities that occur in this phase:
 - I. Elicit tacit knowledge
 - II. Codify explicit knowledge
 - III. Create storytelling programs
 - IV. Trigger creation of new knowledge
 - V. Organize content
- Technologies that you will review (each team picks two):

• Annotations	• Data Mining	• Learning and Idea Capture
• Archiving	• Decision Support Systems	• Metadata tagging
• Authoring tools	• e-learning	• Web logs
• Business intelligence	• Environmental scanning	• Staff Profile Pages
• Business simulation	• Knowledge discovery	• Templates
• Classification	• Knowledge elicitation	• Text mining
• Content analysis		
• Creativity techniques		

II. Knowledge Sharing and Dissemination

- Activities that occur in this phase:
 - I. Collaborate with others
 - II. Create Communities of Practice
 - III. Establish mentorship and apprenticeship programs
 - IV. Facilitate transfer of best practices and lessons learned
 - V. Create structured use of subject matter experts
 - VI. Develop Social Networks
 - VII. Distribute knowledge

- Technologies that you will review (each team picks two):

- | | | |
|------------------------------------|---------------------------|--------------------------|
| • After action reviews | • Decision diaries | • Share fairs |
| • Blogs | • Discussion forums | • Sharing best practices |
| • Chat rooms | • Intelligent agents | • Social networking |
| • Collaboration technologies | • Knowledge cafes | • Social tagging |
| • Collaborative virtual workspaces | • Knowledge portals | • Storytelling |
| • Communication technologies | • Knowledge repositories | • Structured dialogue |
| • Communities of practice | • Learning networks | • Microblogs (Twitter) |
| • Conferencing | • Networking technologies | • Video sharing |
| | • Peer assists | • White pages |
| | • Portals | • Wikis |
| | • RSS feeds | |

III. Knowledge Reuse and Application

- Activities
 - I. Focus on knowledge reuse: useful nuggets of knowledge or knowledge objects are made available for use by others
 - II. Apply existing knowledge to solve new problems
 - III. Generate value from reusing knowledge

- Technologies that you will review (each team picks two):

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|--------------------------------|--------------------------------|------------------|
| • Abstracting | • Expertise locators | • Online forums |
| • Case-based reasoning systems | • Expertise profiling | • Search Engines |
| • Collaboration | • Groupware | • Tag clouds |
| • Content management systems | • Help desk | • Taxonomy |
| • Document management | • Information audits/inventory | • Workflow |
| | • Knowledge centers | |
| | • Knowledge mapping | |

Use the following template to evaluate your products:

- a) Stage
- b) Technology
- c) Product name
- d) Web site
- e) Approximate price
- f) Loading features (stand-alone, networked, Internet)
- g) Features
- h) Benefits

An example where information for WebEx, a product that enables Collaboration, is reviewed follows:

- a) Stage – **II. Knowledge Sharing and Dissemination**
- b) Technology – Collaborative technologies
- c) Product name – WebEx – MeetMeNow service
- d) Website –www.webex.com
- e) Approximate price – subscriber-based
 - a. \$49 month to month
 - b. \$39 annual contract
- f) Loading features (stand-alone, networked, Internet) – hosted by WebEx
- g) Features - WebEx lets you make rich media presentations, annotate documents on the fly, and share control with any other meeting participant. Integrated audio conferencing and the ability to easily work through firewalls means that you can meet online with people around the world—not just those internal to your network or firewall
- h) Benefits-
 - a. Easy to use
 - b. unlimited participants, good customer service, easily works through firewalls and networks
 - c. browser based
 - d. integrates with work flow
 - e. company wide deployment

After three products have been reviewed, your team needs to make a recommendation:

Recommendation - (over Products B and C reviewed for Collaborative software) Better than Product B, NetMeeting, which requires that someone know their IP address, open ports on the firewall, and then struggle to get more than a handful of people in a meeting. WebEx gives you a **branded meeting site** which can scale to include hundreds in your online meeting or thousands in an online event or webinar. Product B, although less expensive, doesn't give the full range of services and lacks a good customer service network. Product C requires additional telecommunication support that is not always available. Consequently, our team recommends WebEx's Meet me now service.