



Knowledge Management Working Session

January 16, 2001



Purpose of this working Session

- To review objectives for SFA U Knowledge Management.
- To define Success Factors for SFA U Knowledge Management.



British Petroleum

- **Issue**
- Organization has strong Information Technology structure but still has problems utilizing the cumulative knowledge of the organization which remains siloed and fragmented.
- **Goals**
- To combine the agility of a small company with the resources of a large one
- To promote the flow of knowledge so that the best and most adaptable local innovations can be used elsewhere in the larger company



Microsoft

- ***Issue***
- Disconnect between employee's professional skill growth and training offered as well as best fit with jobs

- **Goals**
- Improve connection between employee skill needs and training
- Improve the matching of employees to jobs and work teams



Accenture

- **Issue**
- Ongoing challenge to maintain cutting edge knowledge transfer in a service organization who's core assets were it employees' skill sets
- **Goals**
- Create synergy among more than 65,000 professionals working globally in a number of interrelated disciplines to address client needs in a variety of industries
- Position Lotus Notes based Knowledge Management tools, controlled by the CIO, as the centralized tool for organizational learning
- Provide individual training for employees using both instructor-led and technology based training programs to offer options to meet the needs of employees



Q & A



Next working session date

January 23, 2001

10:00 AM