

KM and E-Learning

Infrastructure Solutions

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KAPS Group

- Knowledge Architecture Professional Services
- Consulting, Strategy recommendations
- Knowledge architecture audit
- Partners – Inxight, Convera, FAST, etc.
- Intellectual infrastructure for organizations
 - Knowledge organization, technology, people and processes
 - Search, CM, portals, collaboration, KM, e-learning, etc
- October EContent article
 - CM – Fatwire, FileNet
 - KM – Hyperwave, Hummingbird
 - LMS – Plateau Systems, Generation21, mGen, Knowledge Anywhere

KM – E-Learning Convergence

- Gartner Group: “In 2 years E-learning will be a subset of Knowledge Management. Or Knowledge Management will be a subset of E-learning.”
- Pharmaceutical an early adopter of both
- Call Centers, tech support, energy, aviation
- Any industry where real time delivery and usage tracking/assessment is important

KM – E-Learning Convergence: Who Leads?

- Whoever has greater credibility in the organization.
- E-Learning
 - Emphasis on standalone applications
 - Departmental Focus
- KM
 - Strategic Foundation
 - Enterprise-wide focus
 - Business Objectives
- KM should lead – wide agreement

KM – E-Learning Convergence: Why Not?

- **Organizational Factors**
 - Different locations
 - Seen as separate - Vendors
- **Historical/Cultural Factors**
 - High levels expertise vs. low level skills
 - View of content and communities – structure/assessment
- **Vocabulary Factors**
 - Users or Learners?
 - No Common vocabulary
 - Deep Integration

KM – E-Learning Convergence Infrastructure Solution: Organizational

- Strategic Vision needed
- Socialize the strategic vision
 - Involve line managers
- No clear solution
 - CKO/CLO or other?
 - Dedicated cross organizational
 - Relationship of HR, IT, and others
 - Corporate Communication, Library, Content

KM – E-Learning Convergence Infrastructure Solution: Technology

- Expanded Features
 - CM – adding search, portal API's
 - KM – collaboration and learning
 - LMS – performance support, JIT Training
- Enterprise Platforms
 - Coordinate finding, learning, creating, utilizing, and measuring
 - Smart Enterprise Suite
 - Need to be done carefully or costly

KM – E-Learning Convergence Infrastructure Solution: Intellectual

- **Content**
 - Learning is leading – SCORM / Dublin Core
 - CM/LCMS – distributed, semi-automated
 - Time for Taxonomies
- **Communities**
 - Formal and informal communities
 - Map types, subject matters, communication channels, vocabularies
- **Contexts**
 - Models of business activities and contexts

The Infrastructure Solution

- Knowledge Architecture
 - The people and processes, taxonomies and technologies of designing, implementing, and refining the intellectual infrastructure of organizations.
 - A set of activities that deal with creating, capturing, organizing, visualizing, presenting, utilizing, and understanding the intellectual capital of organizations.
- Knowledge Architecture – What's in a name?
 - Emphasis on taxonomies, structure, intelligence
 - More than information architecture

3 Dimensions of Intellectual Infrastructure

- Knowledge Organization
 - Metadata, controlled vocabularies, taxonomies, learning objects, personas, community maps
 - Dynamic connection of people, content, agents
- Technology: Infrastructure and applications
 - Smart Search, collaboration/innovation, portals, smart applications
- People and Processes
 - Infrastructure activities: taxonomies and analytics
 - Facilitation – Knowledge Transfer

People and Processes: Roles and Functions

- Knowledge Architect and learning object designers
- Knowledge engineers and curriculum developers
- Knowledge facilitators and trainers and librarians
- Part Time
 - Librarians and information architects
 - Corporate communication editors and writers
- Partners
 - IT, web developers, applications programmers
 - Business analysts and project managers

Questions?

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