

Certificate in Knowledge and Innovation Management (CKIM™) Workshop

August 24 - 28, 2009 in Washington, D.C.

<u>Day</u>	<u>Topic</u>	<u>Time</u>	<u>Mode</u>	<u>Slides</u>
1	• Class Introductions	8:30 - 8:50	RT	
	• Introduction, Overview, and Objectives	8:50 - 9:05	LD	5
	• Theoretical Foundations in KM			
	– The New KM (TNKM) 3-Tier Reference Model	9:05 – 9:38	LD	11
	– Org'l Learning, Problem Solving, and Action in Business	9:38 - 10:20	LD	14
	BREAK	10:20 – 10:35		
	– Breakout Discussion (Org'l Learning, Problem Solving, and Action)	10:35 - 11:05	BD	
	– What Is Knowledge?	11:05 - 11:50	LD	18
	LUNCH	12:00 – 1:00		
	– Breakout Discussion (What Is Knowledge?)	1:00 - 1:30	BD	
	– The Knowledge Life Cycle (KLC)	1:30 - 2:00	LD	11
	– Breakout Discussion (Knowledge Production in the KLC)	2:00 - 2:20	BD	
	BREAK	2:20 - 2:35		
	– Breakout Discussion (Knowledge Production in the KLC) (cont.)	2:35 - 2:55	BD	
	– The Knowledge Life Cycle (KLC) (cont.)	2:55 - 3:40	LD	15
– Breakout Discussion (Knowledge Claim Evaluation and Knowledge Integration)	3:40 - 4:20	BD		
– A Framework for Knowledge Management	4:20 - 5:00	LD	13	
2	– Breakout Discussion (A Framework for Knowledge Management)	8:30 - 9:10	BD	
	• KM Case Studies			
	– Case Study of Partners HealthCare	9:10 - 11:10	CS	
	BREAK	10:30 - 10:45		
	• Presentation and Overview		LD	4
	• Breakout Discussion		BD	5

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	– Case Study of Halliburton	11:10 - 1:25	CS	
	• Presentation and Overview		LD	8
	• Breakout Discussion: Halliburton		BD	
	LUNCH	12:00 - 1:00		
	• Breakout Discussion: Halliburton (Cont.)	1:00 – 1:25	BD	1
	– Case Study of World Bank	1:25 – 1:40	LD	3
	– Case Study of Hewlett-Packard	1:40 – 2:35	CS	
	• Presentation and Overview		LD	12
	• Breakout Discussion: Hewlett-Packard		BD	1
	BREAK	2:35 - 2:50		
	• KM Strategy, Policy, KM and Knowledge Processing Techniques, Information Technology Tools and KM Programs			
	– KM Strategy Alternatives	2:50 - 3:05	LD	5
	– KM Approaches	3:05 – 3:40	LD	12
	– KM Policies	3:45 – 3:50	LD	2
	– Knowledge Production Techniques	3:50 – 3:56	LD	2
	– Knowledge Integration Techniques	3:56 – 4:05	LD	3
	– KM Intervention Techniques	4:05 – 4:30	LD	10
	– KM and Information Technology Tools	4:30 – 4:55	LD	9
	– The Variety of KM Programs	4:55 - 5:00	LD	1
3	KM Strategy and Methodology – K-STREAM™			
	– K-STREAM™: Introduction and Overview of Phases	8:30 - 9:10	LD	13
	– K-STREAM™ Phase 1: Strategy/Assessment Phase		LD	
	• Activity Steps and Deliverables	9:10 – 10:00	LD	17

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	• Tools	10:00 – 10:25	LD	9
	BREAK	10:25 – 10:40		
	• Ontology Modeling and its Outcomes (introduction)	10:40 - 10:55	LD	4
	– AHP Introduction	10:55 – 11:30	LD	12
	– Tool Presentation Expert Choice - A Core KM Tool With Multiple Roles	11:00 – 11:45	TP	
	PRE- LUNCH BREAK	11:45 - 12:00		
	– Lunch: Expert Choice Vendor Tool Presentation	12:00 – 1:00	TP	
	POST-LUNCH BREAK	1:00 – 1:15		
	• Ontology Modeling and Its Outcomes (High-Level Model)	1:15 – 1:40	LD	8
	• Measurement Modeling and its Outcomes (High-Level Model)	1:40 – 2:20	LD	13
	– Current and Target Environment Assessments			
	– The Open Enterprise Template	2:20 - 2:40	LD	13
	BREAK	2:40 - 2:55		
	– The Open Enterprise Template	2:55 – 3:15	LD	
	– Tool Presentation: Simile™ for System Dynamics	3:15 – 4:15	LD	10
	• Breakout Discussion: Strategy/Assessment Phase	4:15 – 5:00	BD	
4	KM Strategy and Methodology – K-STREAM™ (cont.)			
	– Impact Models	8:30 - 8:51	LD	7
	– ROI and Benefits	8:51 - 9:30	LD	12
	– Recap of K-STREAM™ Baseline and Phase 1	9:30 - 9:40	LD	3
	– Business Performance Modeling and Measurement Schemes	9:40 – 10:05	BD	10
	• Balanced Scorecard			
	– K-STREAM™ Phase 2: Decision Phase		LD	

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	• Activity Steps and Deliverables	10:05 – 10:12		3
	• Tools	10:12 – 10:14		1
	• Ontology, Measurement, and Impact Models (Mid-Level)	10:14 – 10:30		7
	BREAK	10:30 - 10:45		
	– Hands-On Exercise 2: Performing A (Knowledge Processing) Gap Analysis	10:45 – 11:45	HOE	
	PRE-LUNCH BREAK	11:45 – 12:00		
	LUNCH: Precipia vendor tool presentation	12:00 - 1:00	TP	
	POST-LUNCH BREAK	1:00 - 1:15		
	– Breakout Discussion on Precipia	1:15 – 2:15	BD	32
	BREAK	2:15 - 2:30		
	– Tool Presentation: Hyperwave Suites and Portal Software	2:30 - 4:00	TP	30
	– Hands-On Exercise 3: Performing the Decision Phase	4:00 - 5:00	HOE	
5	• KM Strategy and Methodology – K-STREAM™ (cont.)			
	– K-STREAM™ Phase 3: Construction Phase	8:30 - 9:15	LD	
	• Activity Steps and Deliverables			4
	• Tools			3
	• Ontology, Measurement, and Impact Models (Low-Level)			9
	– Recap of K-STREAM™ Baseline and Phases 1 - 3	9:15 - 9:30	LD	5
	– Hands-On Exercise 4: Performing the Construction Phase	9:30 - 10:15	HOE	
	BREAK	10:15 - 10:30		
	– K-STREAM™ Phase 4: Transition Phase	10:30 - 11:00	LD	
	• Activity Steps and Deliverables			6
	• Tools			3

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	– K-STREAM™ Phase 5: Maintenance Phase	11:00 - 11:30	LD	
	• Activity Steps and Deliverables			3
	• Tools (Especially for Impact Analysis)			8
	– Knowledge Claim Dynamics As a Basis for Impact Analysis	11:30 - 12:00	LD	3
	LUNCH	12:00 - 1:00		
	– Wrap-up: What Have We Covered?	1:00 - 1:45	LD	38
	– Wrap-up: Feedback and Evaluation	1:45 - 2:30	RT	

Mode Abbreviations:

BD = Breakout Discussion

CS = Case Study

GSD = Guest Speakers and Demonstrations

HOE = Hands On Scripted Exercises, Simulating Use of K-STREAM™

TP = Tool Presentation

LD = Lecture/Discussion

RT = Round Table Discussion With Group Interaction