

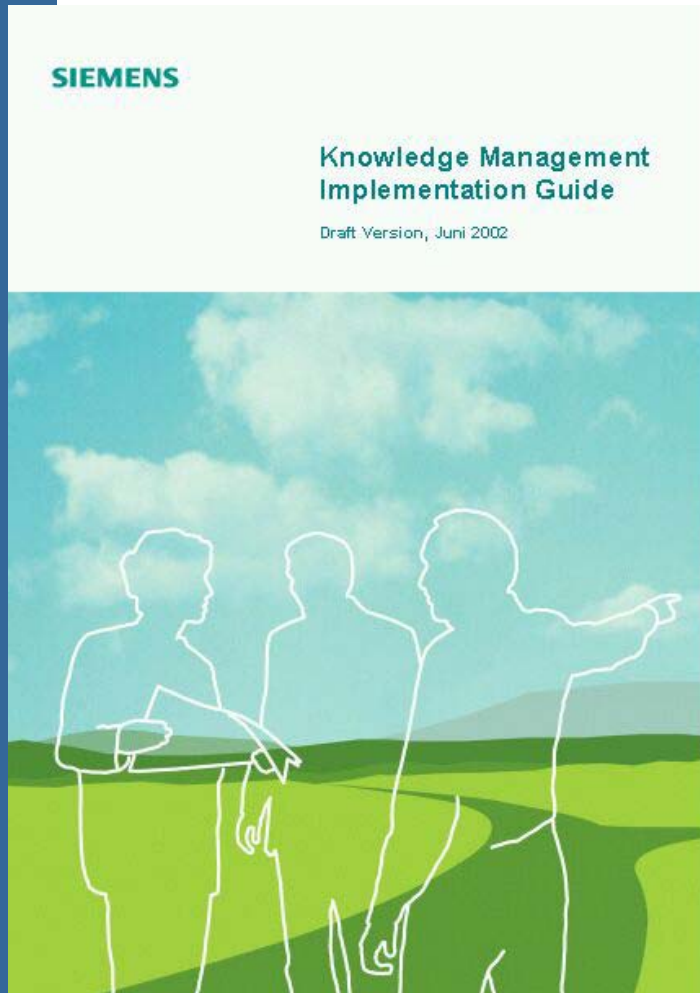
# SIEMENS

## **Entwicklung eines KM Framework und Implementation Guide**

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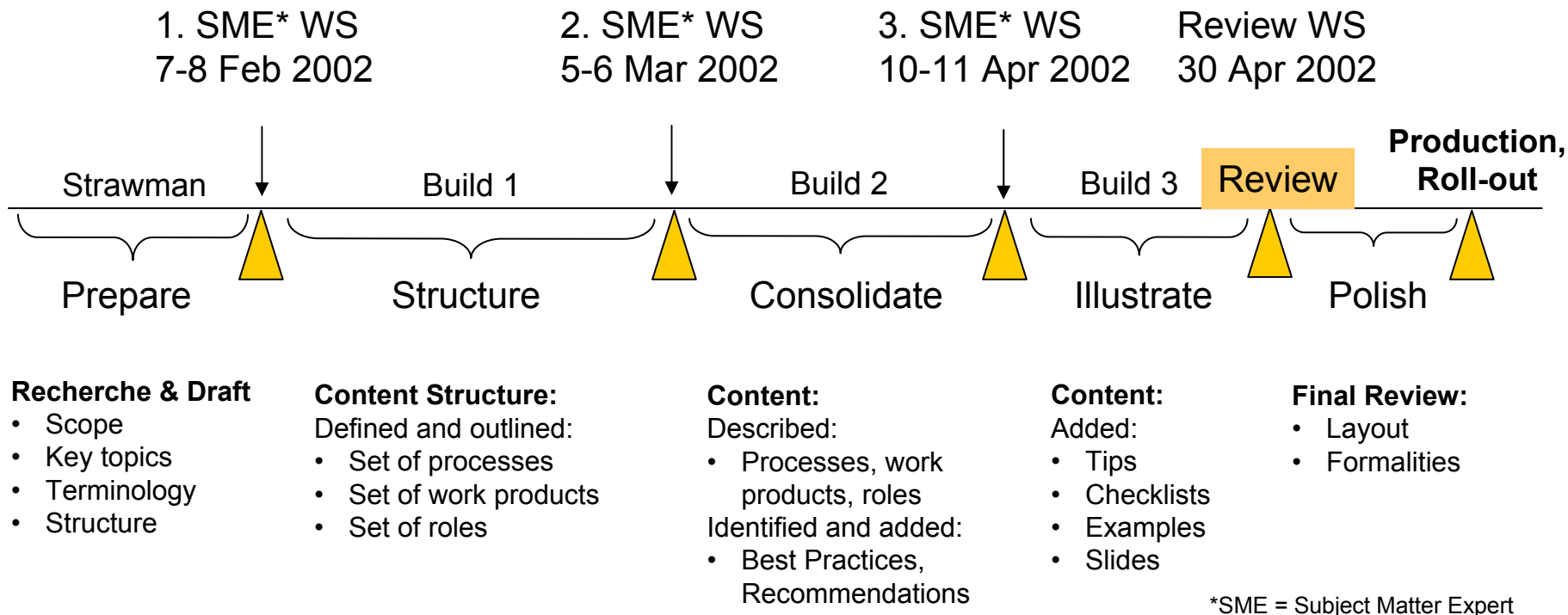
## Introduction



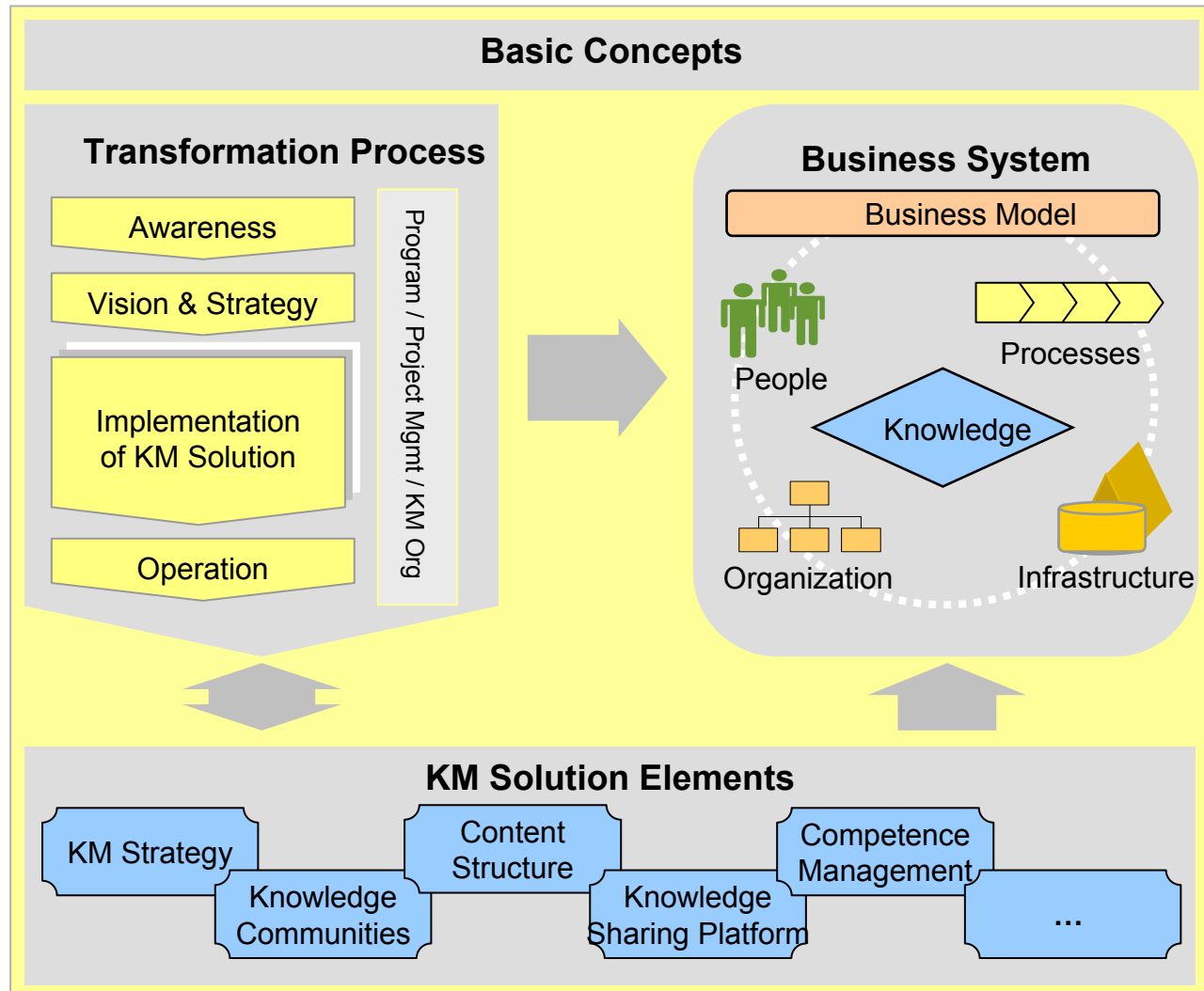
## The Knowledge Management Implementation Guide

- Presents directions, goals, and principles together with background information for the implementation of Knowledge Management within Siemens
- Explains the impact of Knowledge Management onto business and people

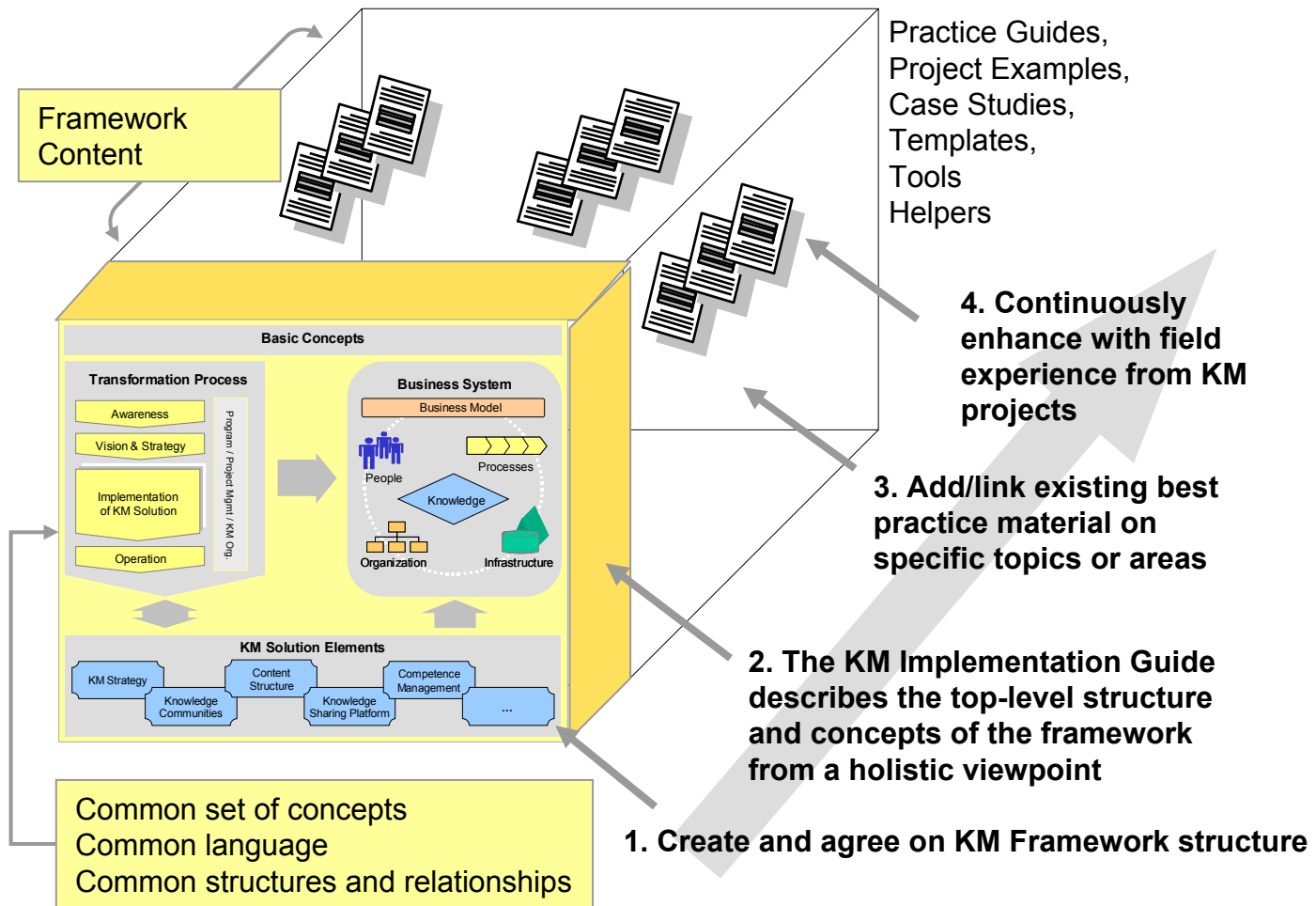
# The Knowledge Asset Creation Process (KNAC Process)



Siemens KM Framework

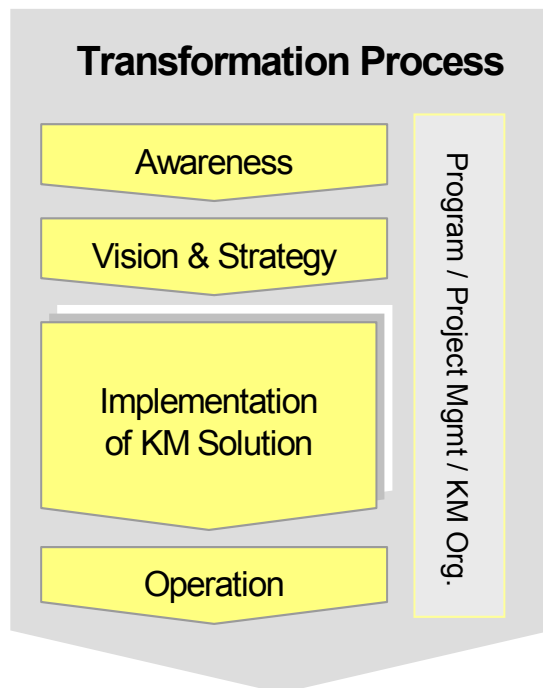


# Basic Structure of the Siemens KM Framework and how it will evolve



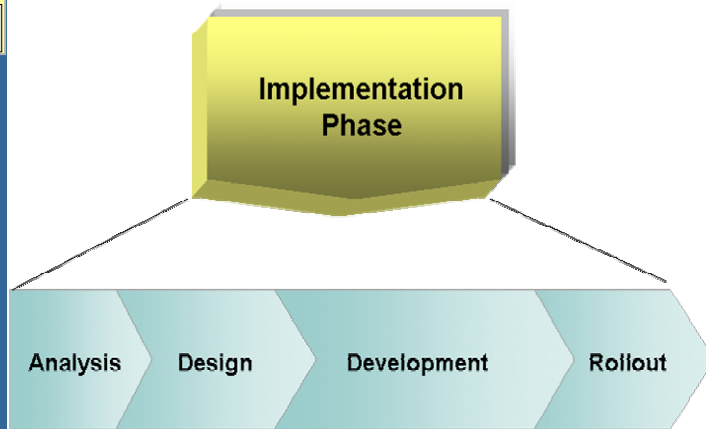
## Transformation Processes

The Transformation Process of the KM Framework describes how business units or local companies carry out a KM transformation. It guides KM consultants through the transformation of a unit from its present state to a future state with enriched knowledge management capabilities.



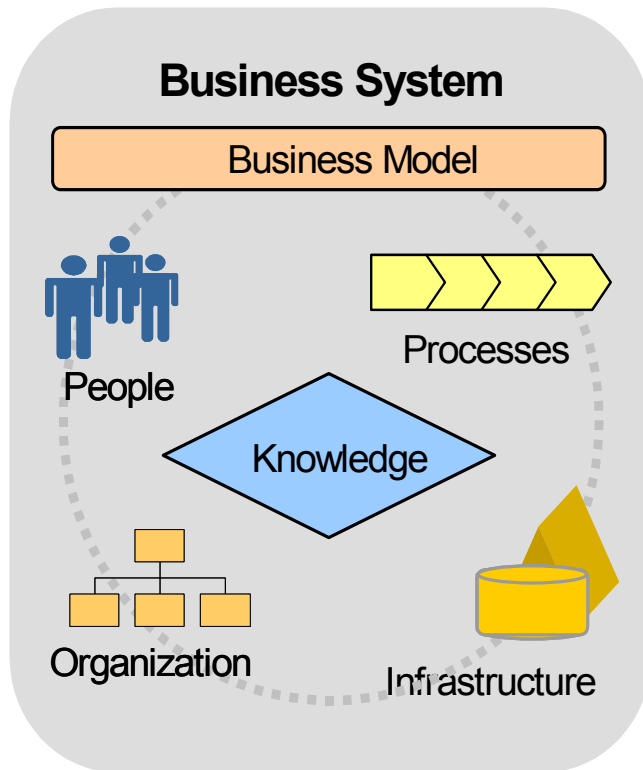
- **Awareness**, to establish a clear understanding of the benefits of knowledge management for a business organization
- **Vision & Strategy**, to establish a vision and strategy, a conceptual architecture for a KM environment, and an implementation roadmap
- **Implementation of KM Solution**, to design, develop, pilot, and rollout the various KM solution elements of the Knowledge Management System
- **Operation**, to organize and manage the operation, maintenance and evolution of the Knowledge Management System.

## Subphases of the Implementation Phase



- **Analysis:** more detailed analysis to make sure that each KM solution element fits into the existing organizational and IT infrastructure architecture.
- **Design:** provides the architecture for a solution as defined in the Vision & Strategy phase. It structures work and solution into releases to be rolled out in an organizational entity.
- **Development:** It executes the organizational transformation activities and pilots the solution in the transformed organization
- **Rollout:** Rollout disseminates the solution in the business organization and hands it over to the KM organization for regular operation.

## The Business System of the KM Framework



- Defines six domains (Business, People, Processes, Knowledge, Organization, Infrastructure) as a perspective from which the KM practitioner defines the desired KM implementation and develops the solution. The requirements for the implementation are identified for each domain and the solution evolves through the corresponding models.
- Defines a set of models for each of the six domains
- Gives example models from KM implementations
- Shows places where an enterprise needs to be changed and describes connectors to fit in KM solution elements into the enterprise architecture
- Gives examples for performance metrics and measurements



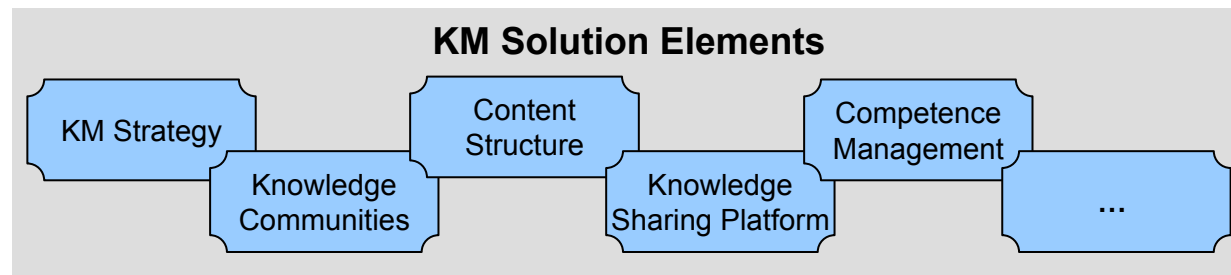
## Solution Elements

### What are Solution Elements?

- Solution Elements are re-usable building blocks for KM implementation initiatives

### What are they for?

- By applying these Solution Elements in concrete areas of the business system, the help to transform the unit / firm in a knowledge based one



## Solution Elements Classification

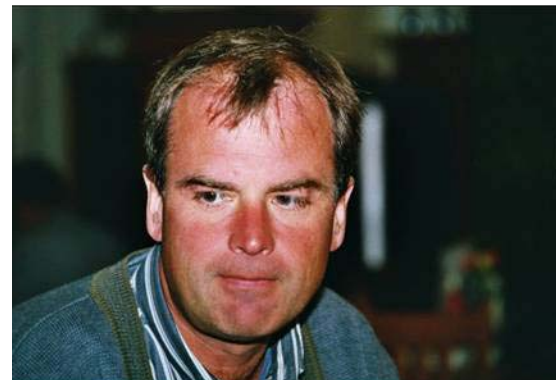
- Knowledge and KM Strategies
- Knowledge Community
- Knowledge Processes
- Content Structure
- Enterprise IT Architecture for KM
- Competence Profile / Yellow Pages
- Competency Management
- Knowledge Management Qualification
- Learning
- Motivation Concepts for KM Activities
- KM Promotion & Marketing
- Diagnostics and Measurements in KM
- Knowledge Risk Management
- KM Friendly Working Environment
- Knowledge Business Rules and Models
- Knowledge Management Supporting Roles
- Knowledge Management Organization



## The Team



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