



IMPLEMENTATION RESOURCE GUIDE

The New Edge in Knowledge: How Knowledge Management Is Changing the Way We Do Business

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www.NewEdgeInKnowledge.com

Access implementation resources from APQC to support your KM efforts.

Our resource guide was developed specifically as a companion for the book and is even organized by chapter, so that you may quickly take action and make improvements from what you read and learn. Find APQC research, articles, books, case studies, training, benchmarking, and other tools to aid in your knowledge management (KM) efforts.

For questions about APQC or our KM resources or services, please visit www.apqc.org or call (800) 776 9676 or +1 (713) 681 4020.

CHAPTER 1: Positioning KM for the Future

The following APQC resources contextualize and expand on the topics discussed in this chapter.

- [*If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice*](#)
- [Positioning KM for the Future: Knowledge and Learning in a Digital World](#)
- [Creating the Space for Critical Thinking and Decision Making: An APQC Advanced Working Group White Paper](#)
- [Knowledge Sharing in a Web 2.0 World](#)
- [The Intersection of Innovation and Knowledge Management](#)
- [The New Face\(book\) of Collaboration: Carla O'Dell at APQC's 2010 KM Conference](#)
- [Five Ideal Future States for Knowledge Management: Carla O'Dell at APQC's 2009 KM Conference](#)
- [APQC Knowledge Base: Access more than 600 articles and resources on KM](#)

CHAPTER 2: Identify the Call to Action

This chapter details all the pertinent considerations for your knowledge strategy. The following APQC resources can help you explore this topic further:

- [*The Executive's Role in Knowledge Management*](#)
- [*Knowledge Mapping: The Essentials for Success*](#)
- [*Identifying Critical Knowledge: An APQC Overview*](#)
- [*Knowledge Map and Process Map Overview*](#)
- [*Knowledge: How Much Is Too Much?*](#)
- [*Ensuring That Communities Fulfill Explicit Business Objectives*](#)
- [*APQC Training: Knowledge Mapping*](#)
- [*APQC Training: Process Mapping*](#)
- [*APQC Knowledge Base: Access more than 600 articles and resources on KM*](#)

CHAPTER 3: KM Strategy and Business Case

This chapter discusses the formation of a KM strategy and business case. The following APQC resources can help you further explore this topic.

- [*APQC's Levels of Knowledge Management MaturitySM*](#)
- [*APQC's Knowledge Management Capability Assessment Tool*](#)
- [*Knowledge Management Strategy: APQC's Implementation Guide*](#)
- [*Using Business Cases to Establish a Knowledge Management Framework*](#)
- [*Key Elements of a Knowledge Management Business Case*](#)
- [*Using Communities of Practice to Respond to Strategic Drivers*](#)
- [*The Role of Knowledge Management in Innovation - Carla O'Dell's Presentation from APQC's 2007 KM Conference*](#)
- [*APQC Knowledge Base: Access more than 600 articles and resources on KM*](#)

CHAPTER 4: Selecting and Designing KM Approaches

The following APQC resources can help you design and implement your KM approaches:

- [*Community of Practice: APQC's Implementation Guide*](#)
- [*Assessing Culture and Readiness to Execute Communities of Practice*](#)
- [*Retaining Today's Knowledge for Tomorrow's Work Force*](#)
- [*Capturing Critical Knowledge from a Shifting Work Force*](#)
- [*Retaining Valuable Knowledge: Proactive Strategies to Deal with a Shifting Work Force*](#)

- [Measuring the Impact of Knowledge Management](#)
- [Key Approaches for Knowledge Retention and Transfer](#)
- [Form Follows Function: Design and Launch Effective Communities of Practice](#)
- [Selecting the Right Collaboration Tools](#)
- [APQC Training: Building and Sustaining Communities of Practice](#)
- [APQC's Open Standards BenchmarkingSM Assessments: Human Capital Management](#)
- [APQC Knowledge Base: Access more than 600 articles and resources on KM](#)

CHAPTER 5: Proven KM Approaches

The following APQC resources can help you implement these proven approaches:

- [Sustaining Effective Communities of Practice](#)
- [Cutting the Cost of Not Knowing: Lessons Learned Systems People Really Use](#)
- [Networks: Compete on Knowledge with CoPs](#)
- [Communities of Practice and Associations: How to Build and Sustain Effective Communities in Your Associations](#)
- [Using Communities of Practice to Drive Organizational Performance and Innovation](#)
- [Facilitated Transfer of Best Practices](#)
- [If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice](#)
- [Building and Sustaining Communities of Practice](#)
- [Communities of Practice: An APQC Overview](#)
- [Lessons Learned Systems People Really Use: Study Overview](#)
- [Carla O'Dell on the Transfer of Knowledge and Best Practices](#)
- [APQC Training: Building and Sustaining Communities of Practice](#)
- [APQC Knowledge Base: Access more than 600 articles and resources on KM](#)

CHAPTER 6: Emerging KM Approaches

The following APQC resources can help you implement these emerging approaches:

- [The Role of Evolving Technologies: Accelerating Collaboration and Knowledge Transfer](#)
- [Using Knowledge: Advances in Expertise Location and Social Networking](#)
- [The Shifting Nature of Collaboration Tools](#)
- [Providing User-driven Collaborative Tools](#)
- [Centralized Search and Networking Portals](#)
- [Change Management Strategies for Enterprise 2.0 Tools](#)
- [The Current Status of Enterprise 2.0 Adoption](#)
- [APQC Knowledge Base: Access more than 600 articles and resources on KM](#)

CHAPTER 7: Working Social Networking

The following APQC resources can help you implement a social networking approach:

- [*The Role of Evolving Technologies: Accelerating Collaboration and Knowledge Transfer*](#)
- [*Using Knowledge: Advances in Expertise Location and Social Networking*](#)
- [*Using Social Networking for Expertise Location: An APQC Overview*](#)
- [*Social Networking in the Enterprise: An APQC KM Advanced Working Group White Paper*](#)
- [*Don't Let Privacy Issues Stop Social Networking*](#)
- [*Measuring the Value of Social Networking Tools*](#)
- [*APQC Knowledge Base: Access more than 600 articles and resources on KM*](#)

CHAPTER 8: Governance, Roles, and Funding

The following APQC resources can help you establish a sound KM infrastructure:

- [*The Executive's Role in Knowledge Management*](#)
- [*The Role of Evolving Technologies: Accelerating Collaboration and Knowledge Transfer*](#)
- [*Measuring the Impact of Knowledge Management*](#)
- [*Successfully Implementing Knowledge Management*](#)
- [*Knowledge Management Program Governance: Descriptions of a KM Steering Team and KM Core Team*](#)
- [*KM Core Team Job Descriptions: Defining Key Positions and Their Responsibilities*](#)
- [*Using Structure/Roles to Drive Knowledge Management and Innovation*](#)
- [*Governance Processes for Lessons Learned*](#)
- [*Defining Roles and Responsibilities for Community Leaders*](#)
- [*Adjust the KM Core Team as the KM Program Matures*](#)
- [*Tough Economic Times and Your Knowledge Management Budget*](#)
- [*APQC Knowledge Base: Access more than 600 articles and resources on KM*](#)

CHAPTER 9: Building a Knowledge-Sharing Culture

The following APQC resources can help you foster a knowledge-sharing culture:

- [*Using Knowledge Management to Drive Innovation*](#)
- [*Making KM Fun: An APQC KM Advanced Working Group White Paper*](#)
- [*Developing a Knowledge-Driven Organizational Culture*](#)
- [*Who's the Boss? 10 Leadership Behaviors That Inspire Teamwork and Collaboration*](#)

- [Are You a Member of the Dirty Dozen? 12 Leadership Behaviors That Stifle Teamwork and Collaboration](#)
- [Promote Awareness of Communities of Practice and Communicate Their Value](#)
- [Encouraging Participation in Your Organization's Lessons Learned Approach](#)
- [Our Edge in Knowledge Sharing - Presented by ConocoPhillips' Dan Ranta at APQC's 2008 KM Conference](#)
- [Communications Breed Cultural Change](#)
- [Relentlessly Obsessing About Your Story: Using Communication to Embed KM in Company Culture](#)
- [APQC Knowledge Base: Access more than 600 articles and resources on KM](#)

CHAPTER 10: Measuring the Impact of KM

The following APQC resources can help you design measures and evaluate your KM program:

- [Knowledge Management Measurement: APQC's Implementation Guide](#)
- [Measuring the Impact of Knowledge Management](#)
- [Effective Measurement of Knowledge Management Initiatives: An APQC Overview](#)
- [Measurement: Best Practice Approaches for Informed Decision Making](#)
- [Designing Measures for Knowledge Management](#)
- [Measuring the Impact of Knowledge Management: Three Approaches That Yield Results](#)
- [APQC's Measurement Alignment Worksheet](#)
- [The Lost Measures: Cracking the Code](#)
- [APQC Knowledge Base: Access more than 600 articles and resources on KM](#)

CHAPTER 11: Make Best Practices Your Practices

The following APQC resources can help you implement these proven approaches:

- [The Executive's Role in Knowledge Management](#)
- [If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice](#)
- [Communities of Practice and Associations](#)
- [Capturing Critical Knowledge from a Shifting Work Force](#)
- [Knowledge Mapping: The Essentials for Success](#)

CHAPTER 12: In-Depth Examples

The following APQC resources provide additional information on the profiled organizations:

- [Sustaining Effective Communities of Practice - ConocoPhillips](#)
- [Sustaining Effective Communities of Practice - Fluor](#)
- [Retaining Today's Knowledge for Tomorrow's Work Force - Fluor](#)
- [Advances in Expertise Location and Social Networking - IBM Global Business Services](#)
- [Web 2.0 for Knowledge Management - IBM Global Business Services](#)
- [Advances in Expertise Location and Social Networking - MITRE Corporation](#)
- [Web 2.0 for Knowledge Management - MITRE Corporation](#)

About APQC

APQC is a member-based nonprofit and one of the world's leading proponents of knowledge management, benchmarking, and best practices business research. Working with more than 750 organizations worldwide in all industries, APQC provides organizations with the information they need to work smarter, faster, and with confidence.

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