

# Knowledge Management Systems

**Knowledge resides in the user and not in  
the collection of information...**

**...It is how the user reacts to a collection of  
information that matters.”**

**Steve Hix, PMP**

# KMS Model 1 – Knowledge Re-Use

- ❖ Based on managerial focus of seeking consensus & compliance to minimize variance so that pre-specified business performance outcomes are achieved
- ❖ *Information* and *knowledge* are considered synonymous
  - ❖ Data inputs & data outputs trigger pre-defined & pre-determined actions in pre-programmed modes
- ❖ Designers of the systems & the knowledge managers have accurate & complete knowledge about the viability of the input-output transformation process as well as the viability of the performance outcomes that have been pre-defined

# MS Sharepoint

Home Documents and Lists Create Site Settings Help Up to Op

Enterprise Networks HPO/BPI Team Site Home

Modify Sharec

**Documents**


- Service Definitions IPT (B)
- PMO (B)
- Briefings (B)
- Reference Materials
- Processes IPT
- Sub-IPT B LAN & WAN
- Sub-IPT C Telephone
- Sub-IPT D Data Support
- Sub-IPT E Communications Support
- Personnel IPT (B)
- 5 Year Technology Plan (B)
- Asset Management IPT (B)
- Transition Plan IPT (B)
- Sub-IPT A Contact Center
- EN Common Administrative Procedures
- Processes

**This Calendar now Reflects the Single List of all Meetings**

New Item | Link to Outlook | Today | View by Day | View by Week | View by Month

**October 2006**

Sun	Mon	Tue	Wed	Thur	Fri	Sat
1	2 <a href="#">Process re...</a>	3 <a href="#">PMO Meetin...</a>	4 <a href="#">Cost Modell...</a>	5	6	7
8	9	10 <a href="#">PMO Meeti...</a>	11 <a href="#">Walk throu...</a> <a href="#">Cost Model...</a>	12 <a href="#">SLA Revie...</a> <a href="#">Plannin</a>	13	14
15	16	17 <a href="#">PMO Meetin...</a>	18 <a href="#">Cost Modell...</a>	19	20	21
22	23	24 <a href="#">PMO Meetin...</a>	25 <a href="#">Cost Modell...</a>	26	27	28



**Announcements**

**NEW CALENDAR** 5/5/2006 9: by Hix Steven

Please use the Calendar on the left record ALL EN HPO/BPI meetings. will provide a single source for any to see what meetings are occurring where. You may also choose to link your Outlook, that way you can all of our meetings...

Add new announcement

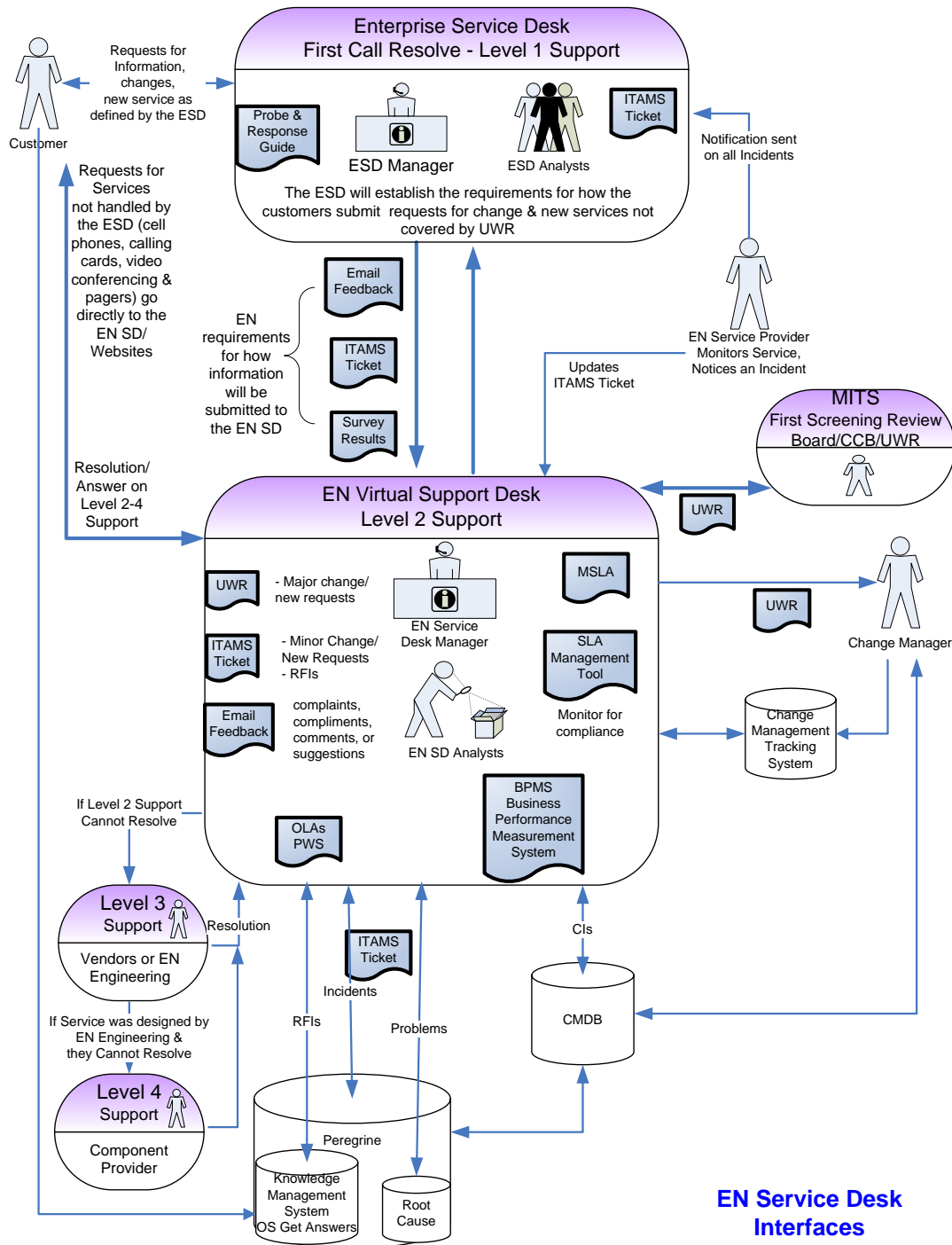
**Links**

- EN HPO/BPI Public Website
- MITS Improvement Strategy and 2005
- CIO Strategy Memo
- Sub\_IPT-B Team Calendar
- An Overview of ITIL
- Sub-IPT A (Contact Center) Tear Calendar

# KMS Model 2 – Intelligence in Action

- ❖ Results from interaction of data, information, rules, procedures, best practices & traits such as attention, motivation, commitment, creativity, & innovation
- ❖ Provides a better representation of reality based on two key characteristics
  - ❖ What is done with data, information, & best practices depends upon subjective interpretation ("construction") of individuals & groups that transform these inputs into actions & performance
  - ❖ Performance outcomes need to be continuously re-assessed to ensure that they indeed represent best business performance for the changing enterprise
- ❖ Originates in the minds of knowers - often becomes embedded not only in documents & repositories but also in organizational routines, processes, practices & norms

# IRS Enterprise Networks Service Desk using the ITIL Framework



# Zeewise



ZeeWise

ZeeGauge

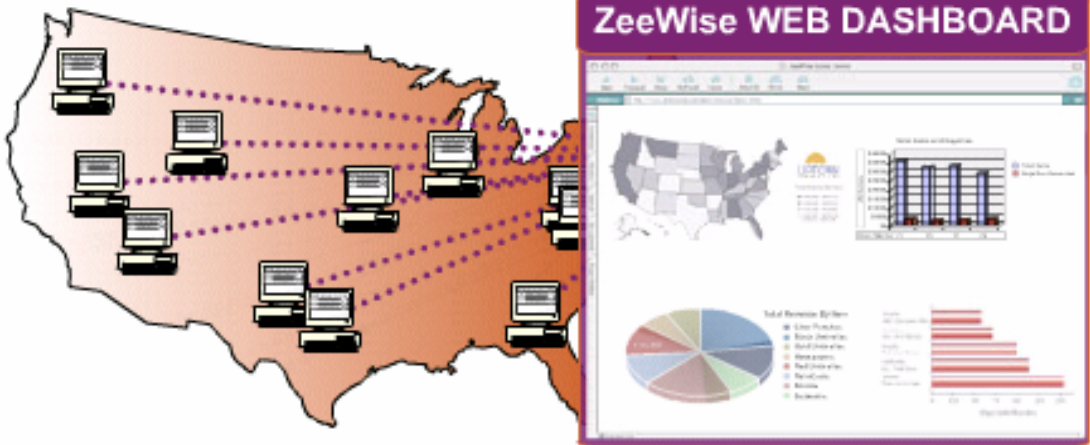
How it Works

ZeeFAQs



Each location runs a copy of your software.

ZeeGauge provides real-time access to every location's metrics and data through a web-based dashboard, regardless of what software you use.



ZeeWise Home





# Zee360 Components

## Zee360

