

Knowledge Management, getting organized in the digital age



DB-21 2 Days (14 Hours)

Description

This training aims to present you with a new approach to knowledge management adapted to digital transformation. You will discover the different tools, methodologies and best practices to use to help your organization benefit from its knowledge.

Who is this training for ?

For whom

Managers of business departments, IT departments and anyone participating in a Knowledge Management project.

Prerequisites

Aucune

Training objectives

- Discover what Knowledge Management (KM) is Identify the specificities of a digital approach to KM Adopting an approach to setting up an environment to manage an organization's knowledge Judge the tools needed to manage knowledge

Training program

Introduction au Knowledge Management (KM).

- Managing knowledge, a major challenge for businesses.
- Knowledge in businesses: theory and practice.
- Historical perspective of Knowledge Management.
- Capitalization approach.
- Collaboration approach.
- Global approaches.
- Collective reflection Knowledge in companies.
- Evaluation of different approaches to KM.

Le KM à l'ère du digital

- Introduction to digital transformation.
- Impacts of digital transformation on organizations and KM.
- Towards a new approach to KM.
- The knowledge management environment (digital workplace, governance and support systems).
- Principles of deployment.
- Exchanges Impacts of digital transformation on KM.
- Knowledge management environment.

KM et digital workplace

- Content management and its main services.
- Collaboration and its main services.
- Social and its main services.
- The content analysis and its main services.
- Exploitability of knowledge (accessibility, quality and security).
- Collective reflection The exploitability of knowledge.

Approche de mise en oeuvre

- Deployment approach.
- Developing a vision.
- Definition of the vision.
- Removing potential obstacles.
- Construction of an agile approach.
- Case study Development of a vision and implementation in digital workplace.

Mettre en place la collaboration

- Panorama of collaboration services.
- Set up collaborative work spaces.
- Virtual communities to facilitate mutual assistance.
- Facilitate the location of expertise.
- Set up a system to support collaborative innovation.
- Example Implementation of virtual communities.

Mettre en place la gestion et l'analyse des contenus

- Panorama of content management and analysis services.
- Deploy content management.
- Set up a knowledge base.
- Deploy a transversal search engine.
- Content analysis technologies to promote knowledge.
- Example Implementation of knowledge bases.