



Overview

Knowledge mapping involves building and making visible a knowledge store that may exist either exclusively in some form or not at all in people's heads. Fundamentally a knowledge map identifies an organization's strategic and tactical knowledge assets and provides pointers to their precise location in internal and external sources.

A properly constructed knowledge map is an important underpinning and key driver in establishing knowledge commonality across multiple business processes and business units, and with customers and partners. Knowledge maps are a précis of who has what expertise and know how (tacit knowledge), where and how explicit knowledge resides, how knowledge is continually improved, and how knowledge is transferred and employed.

Knowledge maps are created in customized formats that are easy to understand and interpret by all intended users. Maps are represented in variety of formats including graphic display, yellow pages register, inventory ledger, and matrix of knowledge linked with associated business processes, employee positions, or products and services.

Knowledge Map Focus

Knowledge maps are comprised of both explicit knowledge linked to key corporate strategic drivers and tacit knowledge elicited from employees and based upon their actual work and social experiences.

A mapping exercise includes identification and mapping of an organization's infrastructure with the below knowledge descriptors:

| Explicit | Tacit |
|---------------|-----------------|
| Subject | Expertise |
| Purpose | Skill |
| Location | Experience |
| Format | Location |
| Ownership | Accessibility |
| Users | Contact Address |
| Access Rights | Relationships |

TKCI Approach

TKCI helps organizations structure and carry out knowledge mapping creation and implementation exercises guided by the recognized TKCI Knowledge Mapping approach and time tested methodology supported with a powerful semantic mapping tool.

Key knowledge mapping exercise tasks include:

- Identify corporate mission-critical knowledge assets that support business goals
- Confirm mission-critical knowledge needs and uses at key decision points and within core business activities and processes
- Pinpoint knowledge gap between corporate knowledge needs and sources
- Identify and document location, media, and access techniques for explicit mission critical knowledge - internal and external sources
- identify stakeholders with potential vital experience and know-know contributions
- Uncover emergent communities of practice (COPs) with potential rich experience and know how endowments
- Identify opportunities and constraints to successful knowledge creation use and reuse

The Bottom Line

Key deliverables resulting from a successful mapping exercise are as follows:

- **Knowledge Asset Model** to guide and continually improve KM-centric initiatives
- Comprehensive **Knowledge Inventory and Pointer Structure** to quickly access and retrieve knowledge at decision touch points
- Starting point for design of enterprise and business unit **Knowledge Taxonomies**
- **Knowledge Crossover Method** to produce new knowledge from current knowledge assets

