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Knowledge Audit



A systematic review of your knowledge assets and how they contribute to your organisation's key activities.

Covers both explicit knowledge (information in documents and data) and tacit knowledge (people's skills, experience and abilities).

Identifies knowledge flows and knowledge gaps.

May be supplemented by audit of culture, information and knowledge processes, and common pain points.

STEPS IN A KNOWLEDGE AUDIT

1. Communicate the intent and effort to your leadership team and department heads.
2. Get nominations for participation- 2-4 participants from each department, who should be familiar with the key activities of the department and how knowledge and information are used in them.
3. Brief participants on the process and schedule sessions for knowledge mapping.
4. Conduct knowledge mapping sessions in group discussion format, to capitalise on collective knowledge.
5. Have departments validate their draft maps, and finalise them.
6. Open all maps for organisation wide review, so that knowledge assets that could have wider use through sharing can be identified.
7. Analyse results and report back to participants, department heads and leadership team.
8. Encourage wider exploitation of the maps.

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MAPPING KNOWLEDGE



TYPES OF KNOWLEDGE ASSET

| | |
|----------------|-------------------------------------------------------|
| Documents/Data | Explicit information assets |
| Methods | Routines and ways of working belonging to the team |
| Skills | Competencies that can be trained |
| Experience | Tacit knowledge from years of practice and experience |
| Relationships | Access to knowledge of others through trust networks |
| Natural Talent | Unique abilities acquired through head-hunting |

WORKING WITH KNOWLEDGE ASSETS

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|-------------------------------------------------------------------------|
| Information management improvements |
| Knowledge capture and/or transfer processes |
| Incorporation into training plans |
| Identify critical knowledge and plan for transfer/ succession processes |
| Processes for constant relationship building opportunities |
| Maintain awareness of available talent and manage risk |

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