



Knowledge management

Reduce your costs of ignorance

Develop, capture, share and exploit the most important asset of your employees and company? Knowledge is one of the most important and determining assets in global companies. Drivers in the global economy challenge the way companies deal with internal and external knowledge.

The drivers

A faster pace of technological innovations, aging workforces in the western world and the raise of a huge reservoir of talent in the east, shifts in and between economic regions, and a global availability of information via the internet.

Costs of ignorance

These drivers create many opportunities but also challenges. When companies respond too late or inadequate their performance will suffer from:

- > Reinventing the wheel
- > Insufficient reuse of lessons learned and good practices
- > Lack of validated knowledge at the point of action
- > Loss of critical knowledge through retirement
- > Loss of productivity because employees can not find the right information to do their job and make crucial decisions

Critical knowledge needs attention

Professional knowledge management (KM) enables companies to:

- > Identify, safeguard and retain critical knowledge and skills
- > Build and update critical knowledge and skills 'just-in-time' and at the point of action
- > Exchange and transfer knowledge, lessons learned and proven practices across operations, regions and companies

- > Support knowledge-intensive work by 'high-performance' tools which allow employees to access all required information and expertise

Our clients

Since 1989 DNV worked with international clients in industries such as oil, gas & energy, utilities, food and beverage, health care and IT-operations. DNV has also worked extensively with governments and NGO's.

Our services

DNV is a trusted partner who can support companies, governments and consortia to assess and improve the way they manage their critical knowledge and related processes, infrastructure and management systems. We offer a broad range of proven services to International clients:

1. Assess & improve KM-programmes
2. Perform risk assessments on critical knowledge
3. Improve and execute knowledge retention programmes
4. Management of (project) networks for sharing of good practices and lessons learned
5. Design effective knowledge portals and repositories
6. Consult on KM-tooling and knowledge structuring
7. Develop scenarios and road maps

'Knowledge is power', Sir Francis Bacon 1561-1626,

English philosopher, statesman, essayist and scientist

1. Assess & improve KM-programmes

- > Benchmark against the EFQM framework for KM or against other companies
- > Integrate knowledge management processes in operational and management frameworks
- > Build business cases and metrics for investments in KM

2. Perform risk assessments on critical knowledge

- > Identification and mapping of business critical knowledge
- > Assessment of risks and vulnerability
- > Design and execution of mitigation actions
- > Build business cases and metrics for investments

3. Improve and execute knowledge retention programmes

- > Design of knowledge capturing and retention programmes and services
- > Execute knowledge retention programmes by selecting and implementing suitable tools
- > Build business cases and metrics for investments

4. Management of (project) networks for sharing of good practices and lessons learned

- > Support and co-ordination of best practice sharing processes and lessons learned programmes
- > Design content management systems for the dissemination and access of validated resources
- > Create community platforms for employees and partners to share experiences using web 2.0 technology

5. Design effective knowledge portals and repositories

- > Design and create single point of entries to knowledge and information
- > Define and develop the required capturing, aggregating, validating and publishing processes

- > Define organisational roles and competences needed to drive these processes
- > Select and implement the KM-tools and applications required to deliver the infrastructure for the most effective single point of access

6. Consult on KM-tooling and knowledge structuring

- > Structure, classify and categorize critical content
- > Define and select effective search, content management, and content presentation solutions
- > Improve the findability of content through metadata and creation of effective search- and navigation solutions
- > Select suitable tools and applications to support the chosen solutions

7. Develop scenarios and road maps

- > Identify trends and their impact on business
- > Generate out of the box ideas and solutions to respond to these trends
- > Identify and assess added value and risks of technological and non technologic measures
- > Develop a consistent strategic action plan

More information

Interested in more information about our global Knowledge Management services? Please contact Director of Consulting Rob van der Spek at tel. +31-6-54781900 or e-mail rob.van.der.spek@dnv.com.

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