

# Capability Statement



## About Working Knowledge<sup>CSP</sup>

Working Knowledge<sup>CSP</sup> is a knowledge management consulting company. We operate internationally, within the public and private sectors, to help organizations "Create Value from their Knowledge." Through our client co-delivery model, we provide practical, experience based knowledge management solutions and training from the simple to the complex.

## Core Competencies

- KM Capability/Maturity Analysis and Assessment
- KM Strategy and KM Implementation
- KM Process Integration
- KM/IT Architecture Integration
- Lessons Learned Methodologies and Tools
- KM Organization Design and Governance
- Community of Practice Development /Sustainment
- KM Concepts and Skills Training
- KM Strategy Development Workshops
- KM Enabling Technology and Tools
- Records Management and Document Retention
- CKO "On Demand" Support

## Differentiators

- 19 Years Practical KM Consulting Experience
- Federal and State Government KM Experience
- Multi-industry Corporate KM Experience
- International Sector KM Experience including IFIs
- KM Co-delivery Based Collaboration
- Prior Corporate Chief Knowledge Officers

## Certifications



CVE Verified SDVOSB



Qualified Accredited Service Provider



BBB A+ Rating

## Contracting Vehicles

Schedule PSS GS-10F-0474Y

## Consulting Experience



## NAICS

541611 Administrative Management and General Management Consulting  
611430 Professional & Management Development  
541690 Other Scientific Technical Consulting

## Contact Working Knowledge<sup>CSP</sup>

Address: Great Falls, Virginia 22066

Phone: 571.934.7408

Web: <https://workingknowledge-csp.com>

Key Contact:

Bill Kaplan, CPCM

Founder and Principal Consultant

[bill@workingknowledge-csp.com](mailto:bill@workingknowledge-csp.com)

Cell: 703.401.4198

DUNS: 832366327

CAGE: 5RMT9

Company Type: Limited Liability Corporation (LLC)

State of Incorporation: Commonwealth of Virginia

