

## Knowledge Management Solutions

### OVERVIEW

Working Knowledge<sup>CSP</sup> is an internationally recognized knowledge management consulting company that designs and delivers end-to-end knowledge management solutions. We enable your capability to continuously improve performance through an increased ability to leverage what you know about what you do...to *Create Value from Your Knowledge*.

Working Knowledge<sup>CSP</sup> works with public, private, and international organizations to identify the fundamental business requirements and supporting knowledge critical to delivering their missions.

While our approach to analyzing, assessing, and solving knowledge challenges is similar across our consulting engagements, every solution delivered is unique not only to the business and operational environment (BOE) of the client, but also to the knowledge management environment (KME) of the client.

For client KM Strategy and KM Framework solutions, each engagement requires a unique set of consulting skills, experience, and expertise to deliver a "fit for purpose" solution. Our client delivery success is based on a proven, disciplined KM "Assessment and Analysis" model focused on five criteria: People/Culture, Process, Enabling Technology, Content, and KM Governance/Structure. We create a current KM baseline and then co-develop and co-deliver with the organization a KM Vision. The Gap identified between the current baseline and the vision drives the KM Strategy. This in turn drives the design and development of a time-phased KM Implementing Framework validated through carefully selected pilot projects implemented as part of work flow, focused on real business or operational challenges.

### PROFILE

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GSA PSS Schedule 874  
#GS-10F-0474Y

Small Business Category:  
SDVOSB

CAGE: 5RMT9  
DUNS: 832366327

NAICS:  
541611 611430 541690

### SOLUTIONS

KM Analysis and Assessment (Business/Operational and KM Environments)  
KM Strategy/Implementing Framework Development and Implementation  
KM Technology, Tools, and Integration  
Content Management Planning and Governance  
KM Organizational Structure and Governance  
Records Management and Document Retention  
Communities of Practice Planning, Development, and Launch

Change Management (Planning for and Managing KM Change)  
Managing Risk of Knowledge Loss Due to Workforce Turnover  
KM Concepts and Skills Training/Workshops  
Communities of Practice Planning, Development, and Launch  
Business Process Analysis and Mapping  
Knowledge Based Business Continuity Planning/COOP  
Strategic Facilitation  
Side-by-side KM Coaching

