

efios collaboration in KA

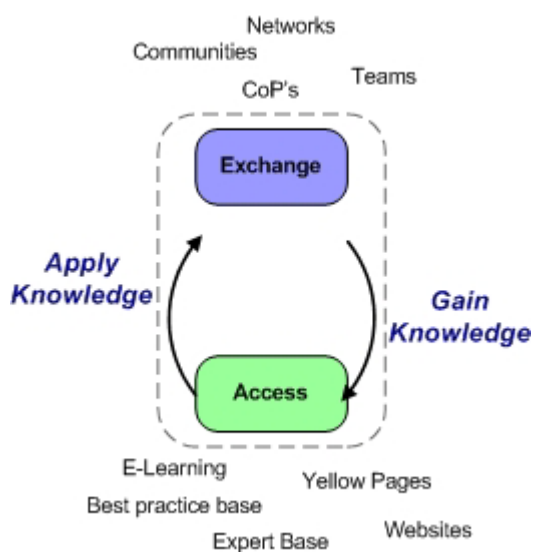
The role of virtual collaboration, such as teams, networks and communities, towards information in a Knowledge Architecture.

In general, knowledge strategy is composed of three major components which each play a vital role in the success of organizational knowledge management. First of all, there is culture. Next to culture, the second component is knowledge infrastructure. Thirdly, knowledge architecture, which contains efios' expertise in collaborative working.

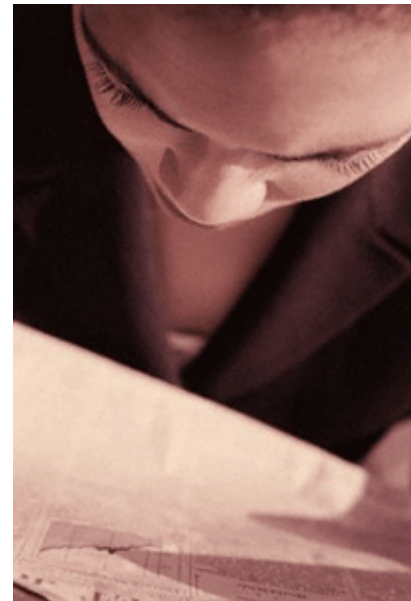
The role of knowledge architecture

Knowledge architecture at large can be split into two components, with very distinct purpose and application in the organization. One is usually referred to as knowledge access, which might be websites, portals, and databases etc., all of which are driven by information retrieval. Typically, these resources have a fairly static character.

On the other hand, there is what is called knowledge exchange, for instance communities of practice, which are driven by inquiry and perform a much more interactive role.



These two exponents of knowledge architecture are linked together by the way people are applying the values of each. The



"Defining a knowledge strategy to improve the organizational performance requires knowledge of the business, the culture as well as the value of collaboration."

knowledge access will leverage individual skills and knowledge, which can then be applied in the group-oriented knowledge exchange. For instance, a lesson learned or a best practice can be the key answer to a question raised in a community of practice. Or a valuable contribution in a virtual team. On the other hand, knowledge assets that are created by the group, in teams, networks or communities must be extracted and placed for reproduction into the knowledge access part. In other words, the knowledge exchange will provide the knowledge assets, and the knowledge access will allow application of these assets.

Both are equally important - knowledge does not represent any value to the organization, unless applied.

Please contact efios for more details on products and services

Borneolaan 265, 1019 HZ Amsterdam Netherlands
Tel: +31 (0)6 54 794 020 Fax +31 (20) 6376767
<http://www.efios.com>



efios is an independent consultancy company that focuses on implementations of web based collaboration inside the enterprise. We work with and have been working across the globe with Borax, Shell, P&O Nedlloyd, Dutch Ministry of Public Works, SDI media, Rio Tinto mining, Solvay, and many others in the oil and gas, medical, chemicals and manufacturing industry.