

KO vs KM Governance

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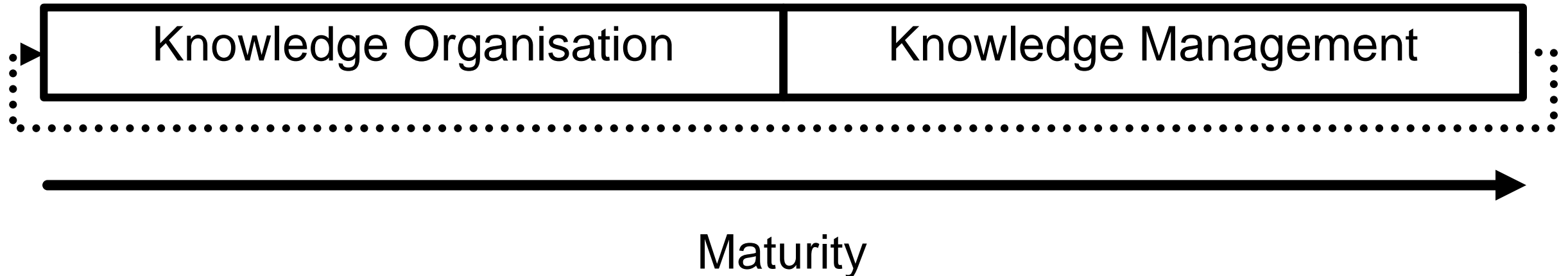
KO vs. KM

Knowledge Organisation	Knowledge Management
❖ Organise information in business applications using processes that produce useful and accurate categories of information.	❖ Manage information and other forms of knowledge as strategic resources and encourage sharing of knowledge.
❖ ... is concerned primarily with categorisation of assets for access and discovery.	❖ ... is concerned primarily with curation of assets for sharing and application of knowledge.

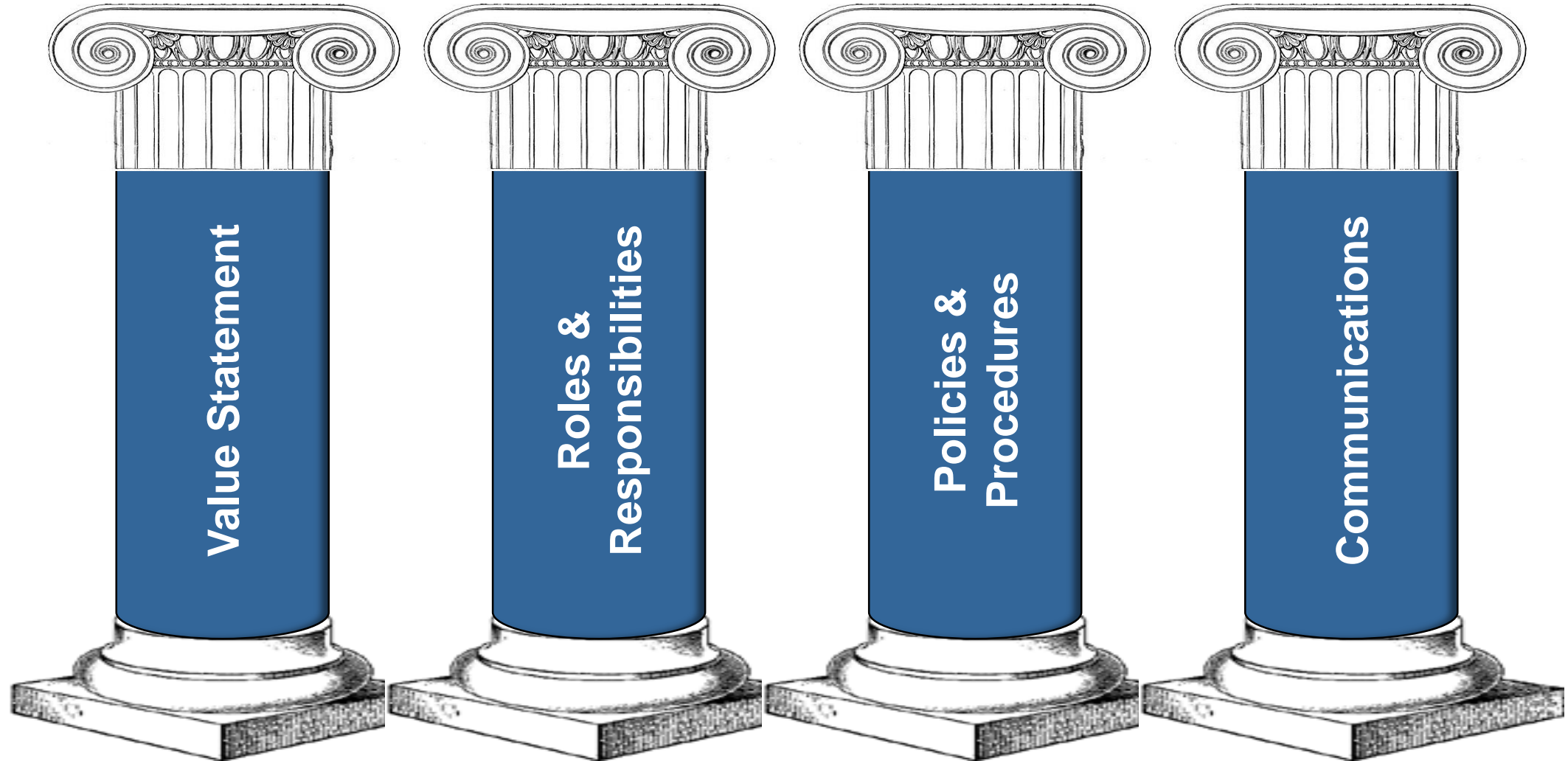
KO → KM

You can't have KM without first having KO, i.e., you've got to have stuff to share, and a means to describe and organise it, before you can share it.

But, KM provides new requirements for context and focus of KO – the two activities impact and inform each other.



4 pillars of governance



KO Governance

Pillars	Objectives
Value Statement	<ul style="list-style-type: none">○ Improve search.○ Be responsive to target audiences.○ Provide capability to measure results.○ Mitigate risks.○ Facilitate complete and consistent content tagging.○ Enable taxonomy oversight, monitoring and improvement.
Roles & Responsibilities	<ul style="list-style-type: none">○ Decide what metadata fields should be required to tag content.○ Decide whether or not a controlled vocabulary is required for a metadata field, and what vocabulary should be used.○ Decide the source for a controlled vocabulary and how should it be validated.
Policies & Procedures	<ul style="list-style-type: none">○ Define the process to add, edit or delete metadata fields or controlled vocabulary terms.○ Define the editorial guidelines on how to form labels.
Communications	<ul style="list-style-type: none">○ Explain the process to request a change.○ Explain governance roles and responsibilities, including overall goals of the KO strategy, and decision-making process.○ Present the value of KO in a meaningful and concise manner.

KM Governance

Pillars	Objectives
Value Statement	<ul style="list-style-type: none">○ Promote and share key organisational learnings.○ Improve individual and organisational performance.○ Provide for measurement and accountability for results.○ Obtain competitive advantage.○ Mitigate risks.○ Promote innovation.
Roles & Responsibilities	<ul style="list-style-type: none">○ Decide the criteria for new KM applications and services.○ Decide the criteria for assets to include in KM applications and services.○ Decide the criteria to evaluate KM applications and services.
Policies & Procedures	<ul style="list-style-type: none">○ Define the process to add, evaluate and improve KM applications and services.○ Define the process to add, edit and delete assets from KM applications and services.
Communications	<ul style="list-style-type: none">○ Explain the process to build, evaluate and improve KM applications and services.○ Explain governance roles and responsibilities, including overall goals of the KM strategy, and decision-making process.○ Present the value of KM in a meaningful and concise manner.

Summary

- ❖ KO governance is focused on metadata fields and values, and how to obtain complete and consistent tagging of assets.
- ❖ KM governance is focused on curation of assets, and how to obtain organisational value from them so that the whole is greater than the sum of its parts.