



Straits Knowledge
Redefining corporate knowledge

How to map your knowledge

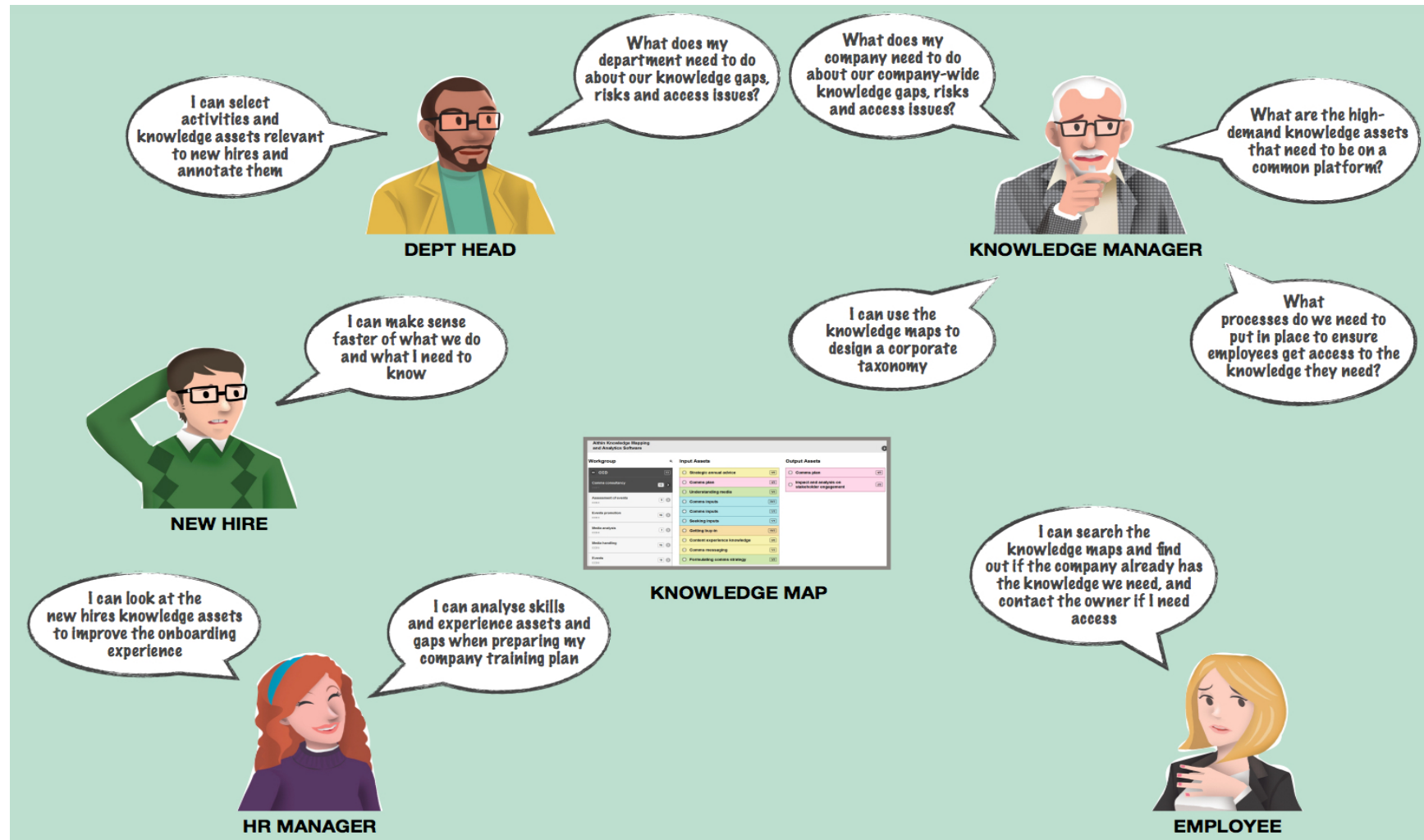
21 June 2023

We can cover

- Identifying the objectives of knowledge mapping
- Identifying the knowledge to map
- Organising the mapping exercise/ selecting the right participants
- Process, methods and tools
- What knowledge maps can tell us



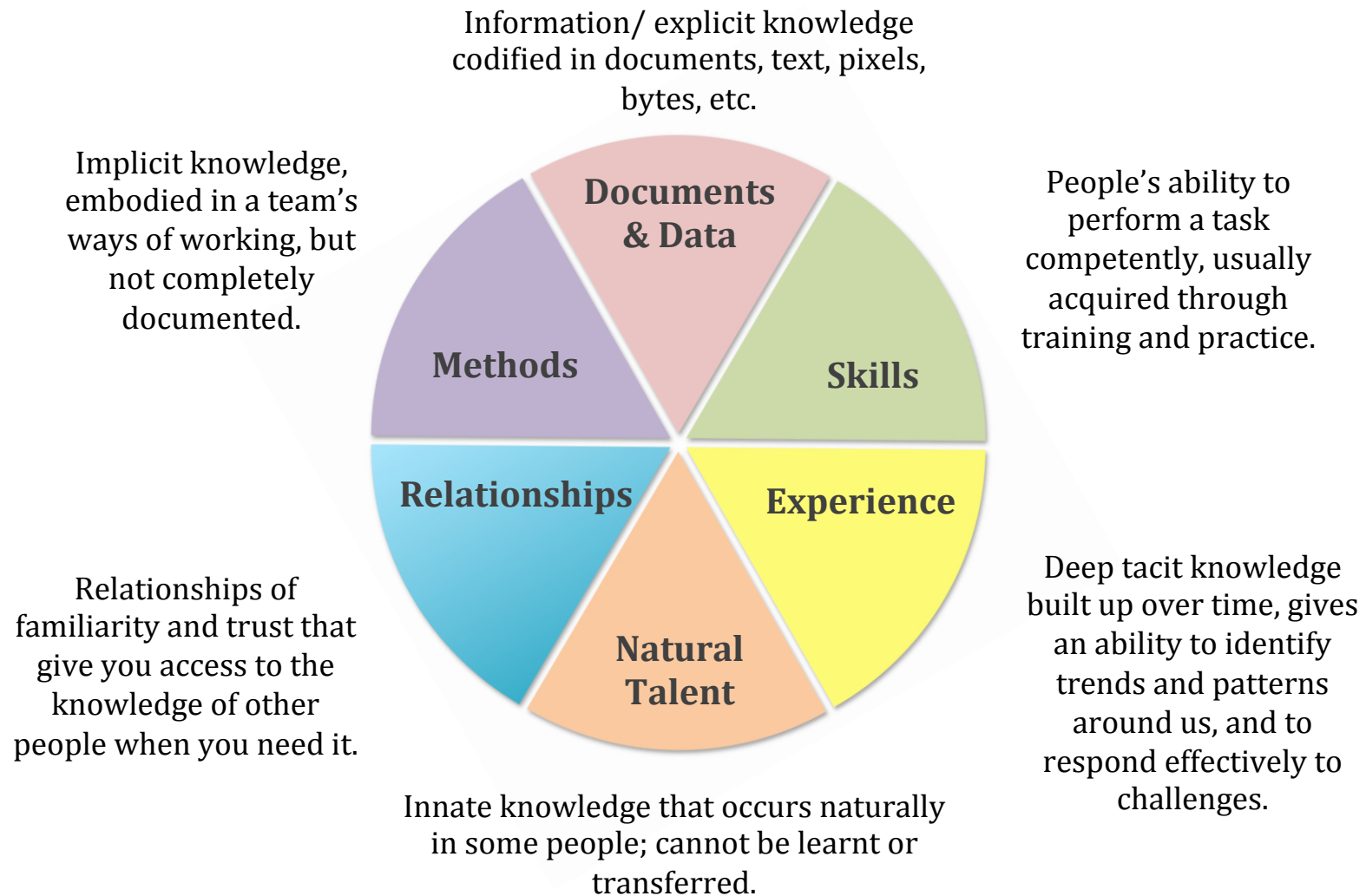
Identifying the objectives



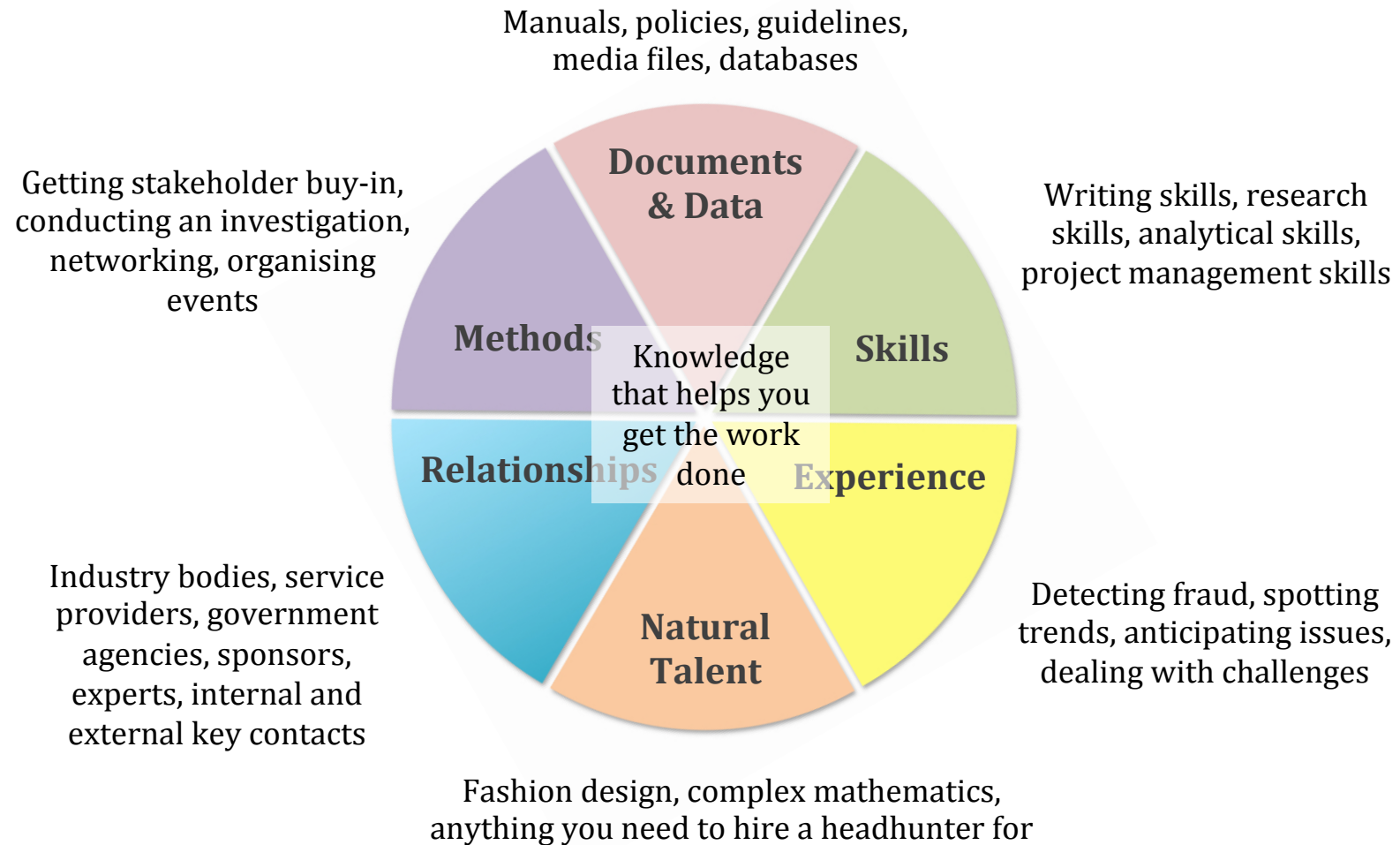
http://www.greenchameleon.com/gc/guide_detail/poster_on_conducting_a_knowledge_audit/



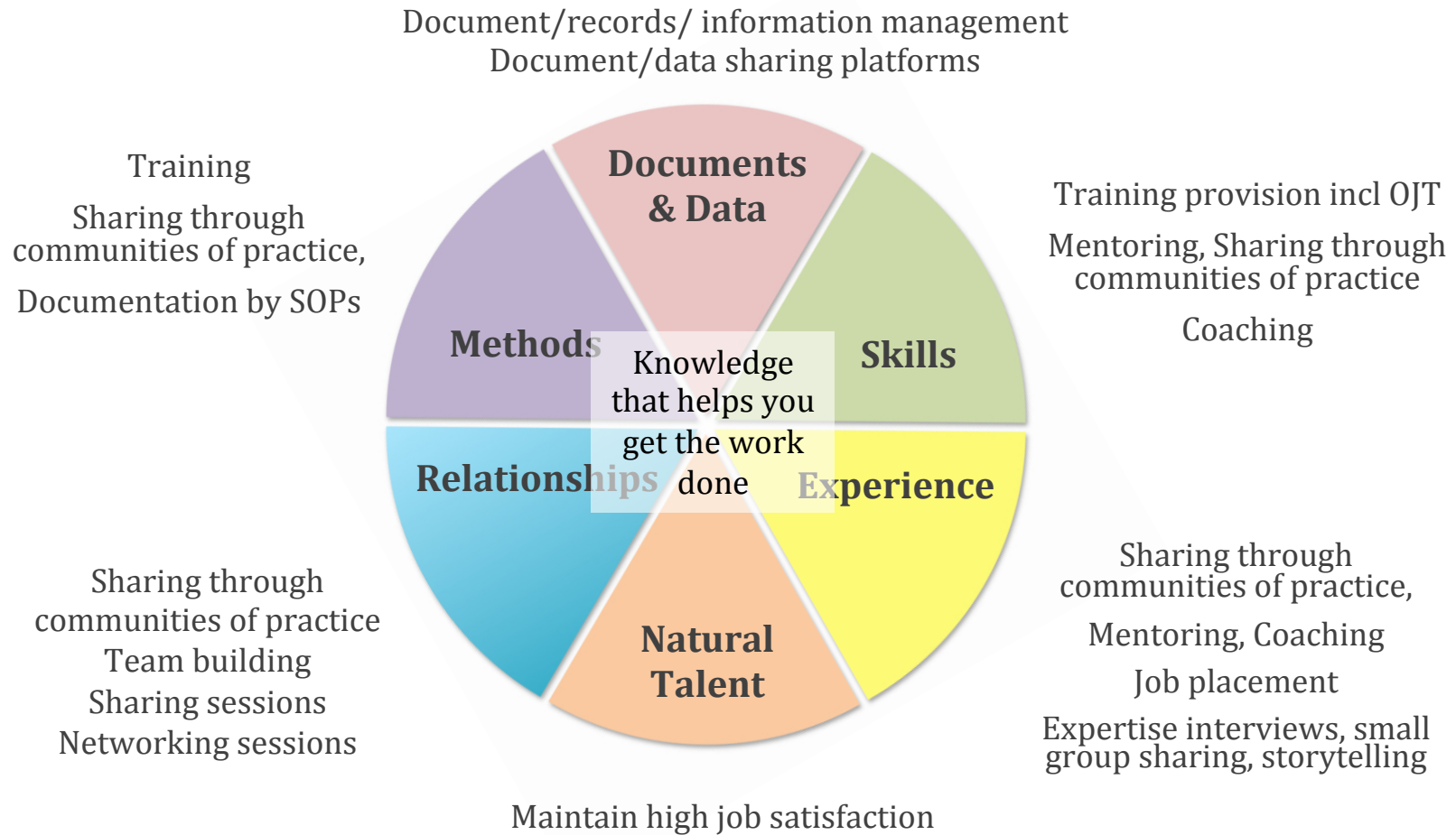
Knowledge types - more than just documents



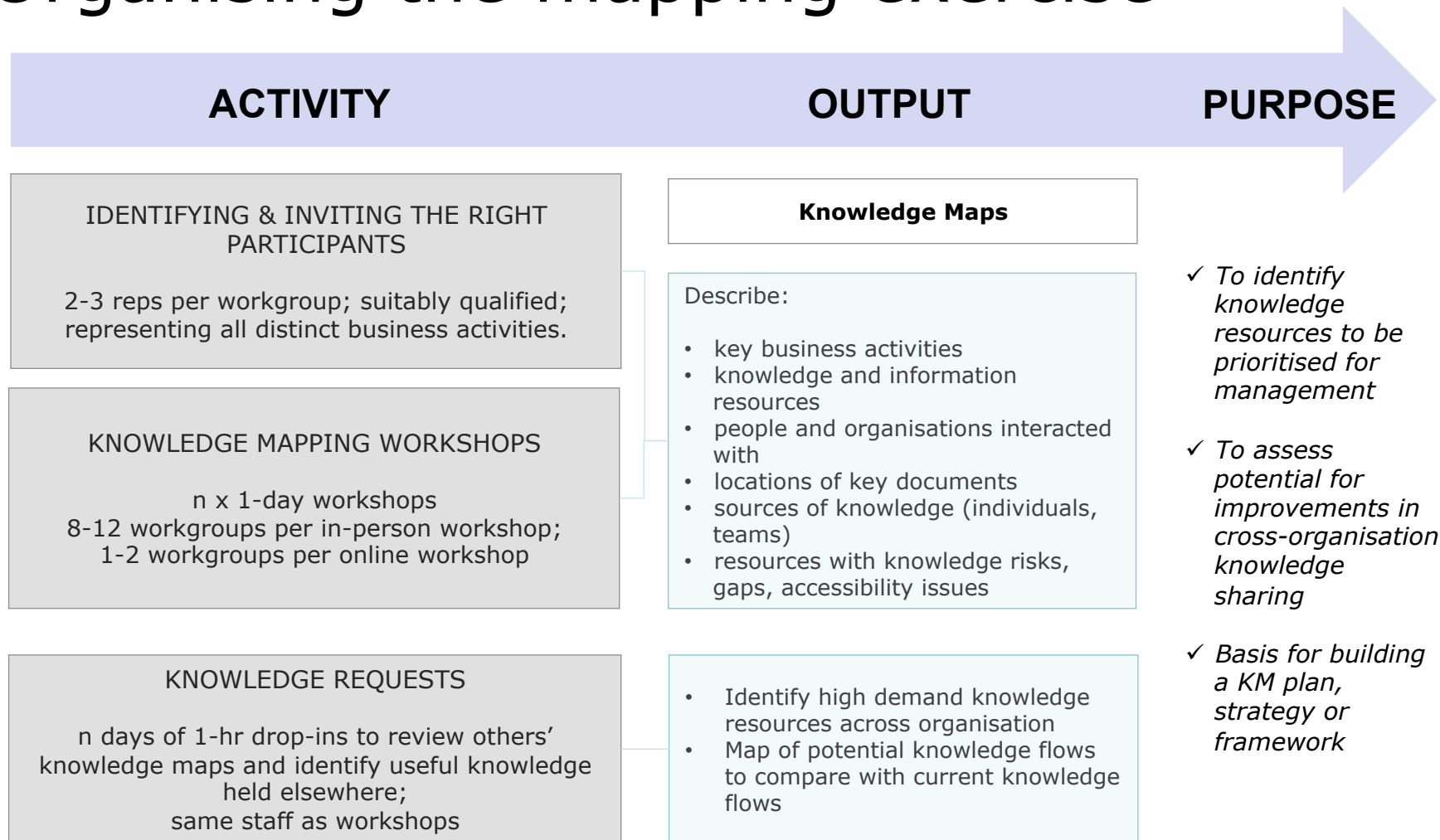
Knowledge types - examples



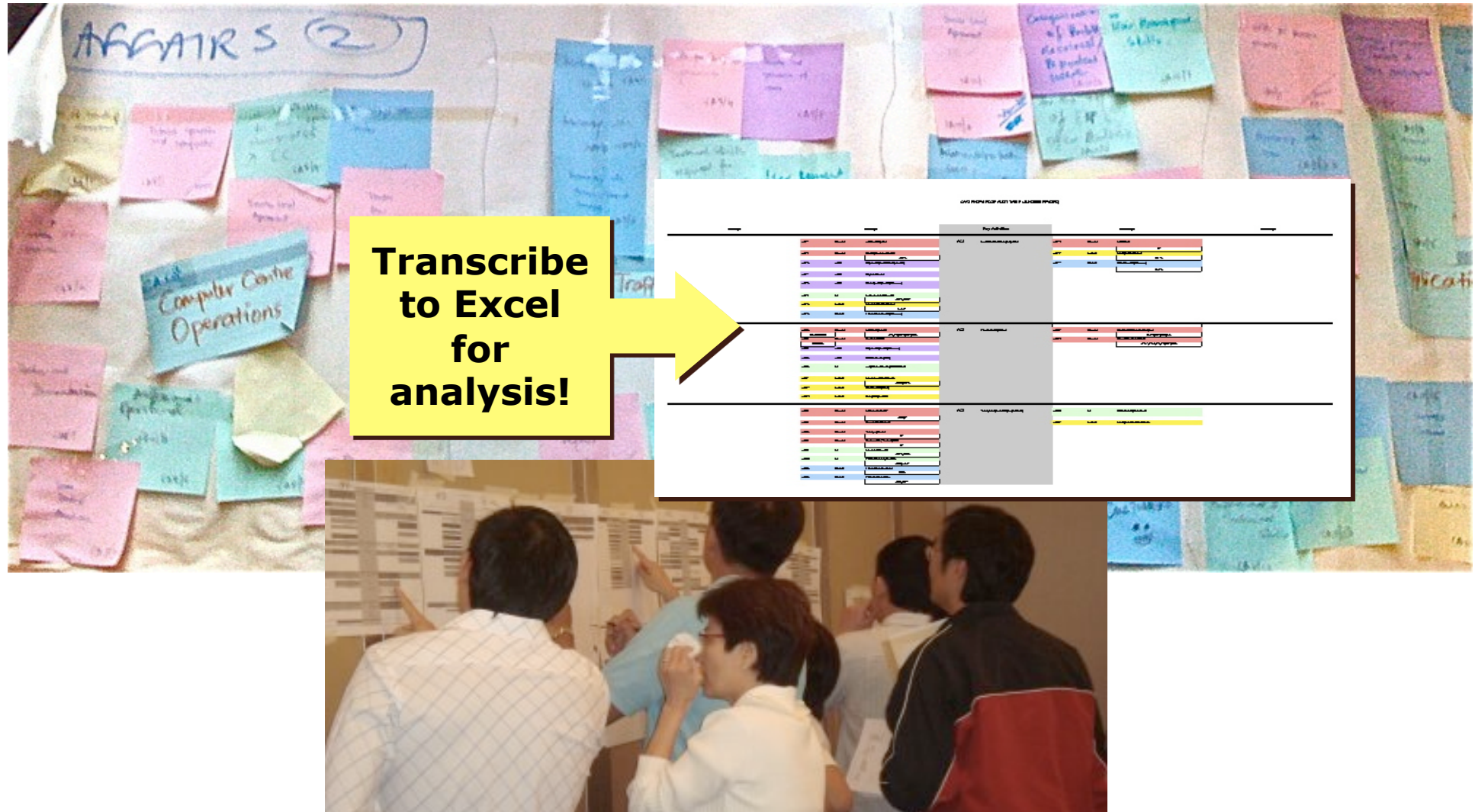
If you know the knowledge types, you know how to manage them



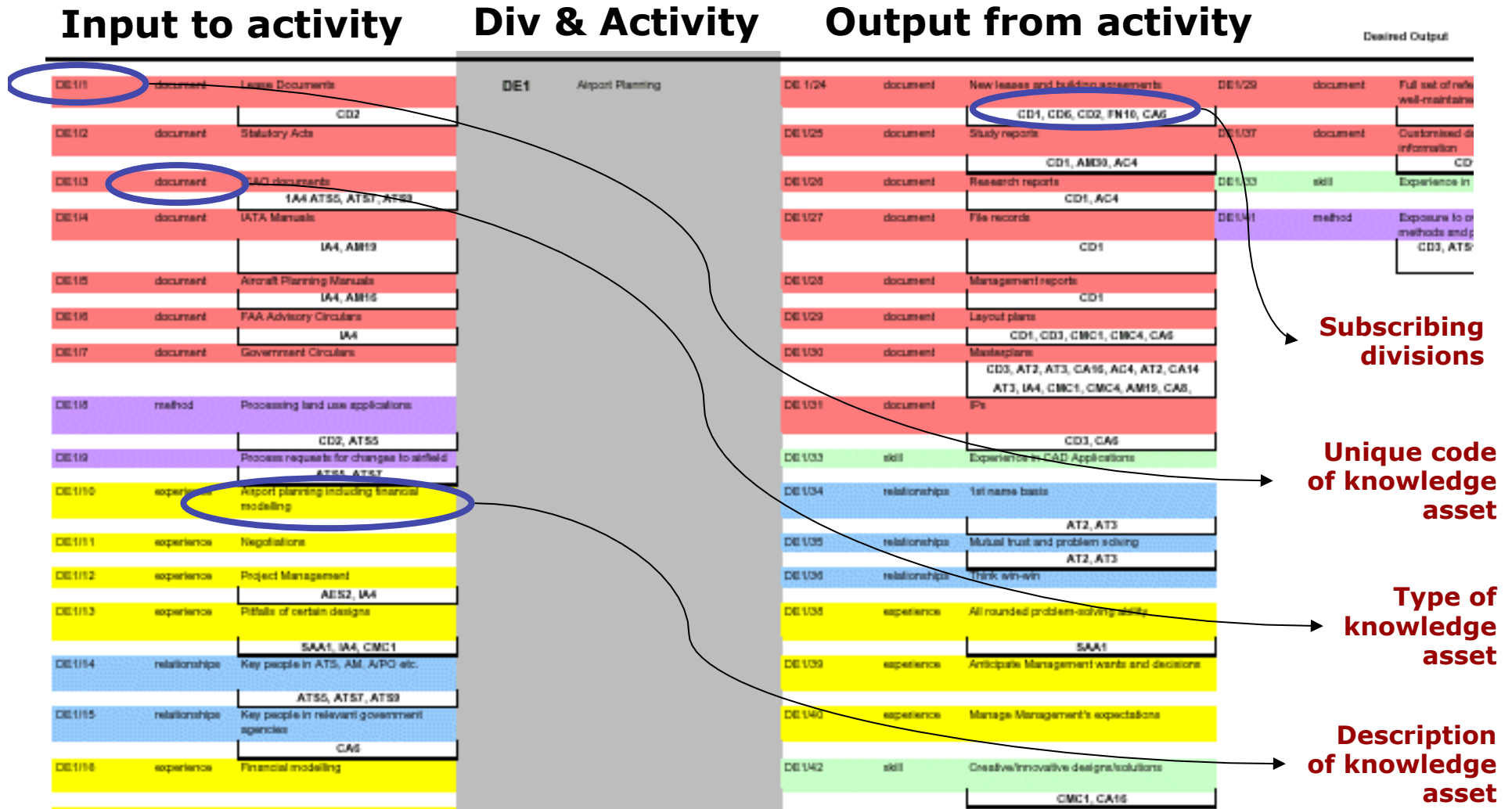
Organising the mapping exercise



What the process looks like



Knowledge map – example 1



Knowledge map – example 2

Inventory Tracking | Copy base

Product Inventory | Warehouse Locations | Manufacturers | Purchase Orders | Sales Orders

Views | Product Overview | Hide fields | Filter | Group | Sort

Product ID	Images	Product Name	Type	Price	Colors
1000001		The High Street	Bag	\$120.00	Burgundy, Sundown Ash, Navy Blue
1000002		The Church Road	Bag	\$200.00	Sundown Ash, Dessert Brown, Burgundy
1000003		The London Road	Bag	\$250.00	Navy Blue, Forest Green, Indigo
1000004		The Manor Road	Scarf	\$60.00	Wool White
1000005		The Church Lane	Scarf	\$60.00	Burgundy, Dessert Brown
1000006		The Park Avenue	Head Accessory	\$80.00	Dessert Brown, Sundown Ash
1000007		The Station Road	Bag	\$100.00	Dessert Brown, Burgundy, Navy Blue
1000008		The Victoria Road	Bag	\$230.00	Dessert Brown, Navy Blue, Forest Green
1000009		The Queens Road	Scarf	\$60.00	Burgundy
1000010		The Grange Road	Head Accessory	\$85.00	Sundown Ash
1000011		The Main Street	Bag	\$85.00	Burgundy, Dessert Brown, Navy Blue
1000012		The Oxford Street	Bag	\$115.00	Forest Green, Indigo, Sundown Ash
1000013		The Park Road	Blanket	\$65.00	Burgundy, Forest Green, Dessert Brown
1000014		The Green Lane	Head Accessory	\$85.00	Sundown Ash
1000015		The Kings Road	Box	\$40.00	Sundown Ash, Dessert Brown
1000016		The York Road	Scarf	\$65.00	Sundown Ash
1000017		The Mill Lane	Bag	\$35.00	Dessert Brown
1000018		The Alexander Road	Bag	\$45.00	Dessert Brown



Knowledge map – example 3

The image displays a knowledge map interface with two main panels. The left panel shows a hierarchical tree structure, and the right panel shows a detailed view of a specific task.

Left Panel: Business Development Division [BDD-2020]

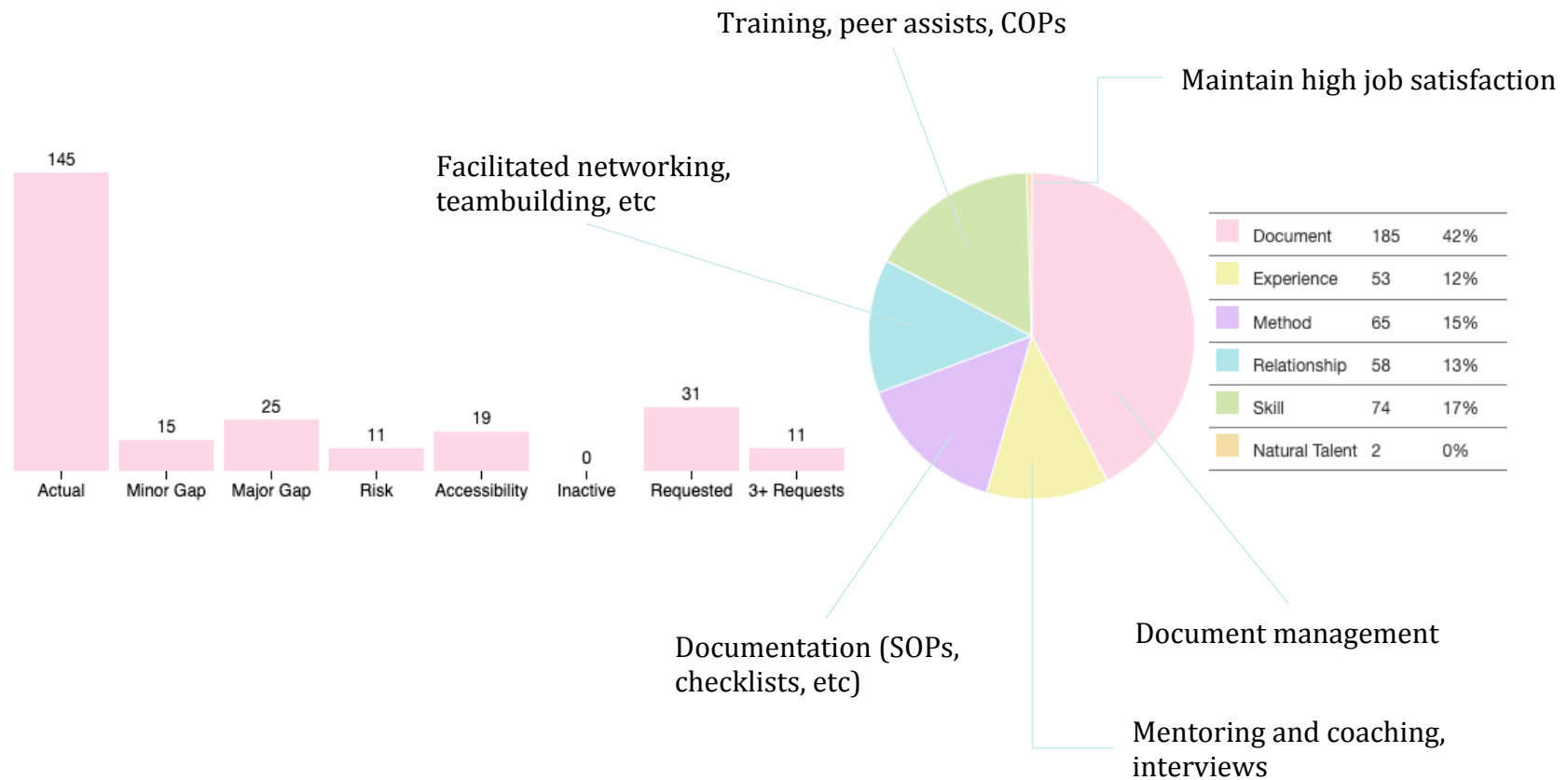
- Business development planning [BDD-2020 3945]** (14 items)
 - Annotations (0)
 - Conduct market studies [BDD-2020 3939] (4)
 - Identify potential clients [BDD-2020 3942] (6)
 - Maintain client relationships [BDD-2020 3943] (5)
 - Organise marketing and business development events [BDD-2020 3941] (4)
 - Project evaluation [BDD-2020 3944] (3)
 - Write proposals [BDD-2020 3940] (3)
- Corporate Planning Division [CPCD] (6)
- Corporate Services previously Administration Division [CS-2020] (2)

Right Panel: Business development planning [BDD-2020 3945]

- 5 years experience in a senior business development role [BDD-2020 3945/A3976] (0)
- Experience in analysing market trends [BDD-2020 3945/A3980] (0)
- Business development policy document [BDD-2020 3945/A3973] (0)
- Past business development plans [BDD-2020 3945/A3984] (0)
- Past lessons learnt [BDD-2020 3945/A3982] (0)
- Good relationship with the Manufacturing Industry Association (MIA) [BDD-2020 3945/A3986] (0)
- Relationship with the relevant officers from Enterprise Singapore [BDD-2020 3945/A3979] (0)
- Getting inputs from other divisions/departments through 1-on-1 coffee sessions [BDD-2020 3945/A3983] (0)
- Networking skills [BDD-2020 3945/A3981] (0)
- Skills in Business Intelligence [BDD-2020 3945/A3985] (0)



What knowledge maps can tell us

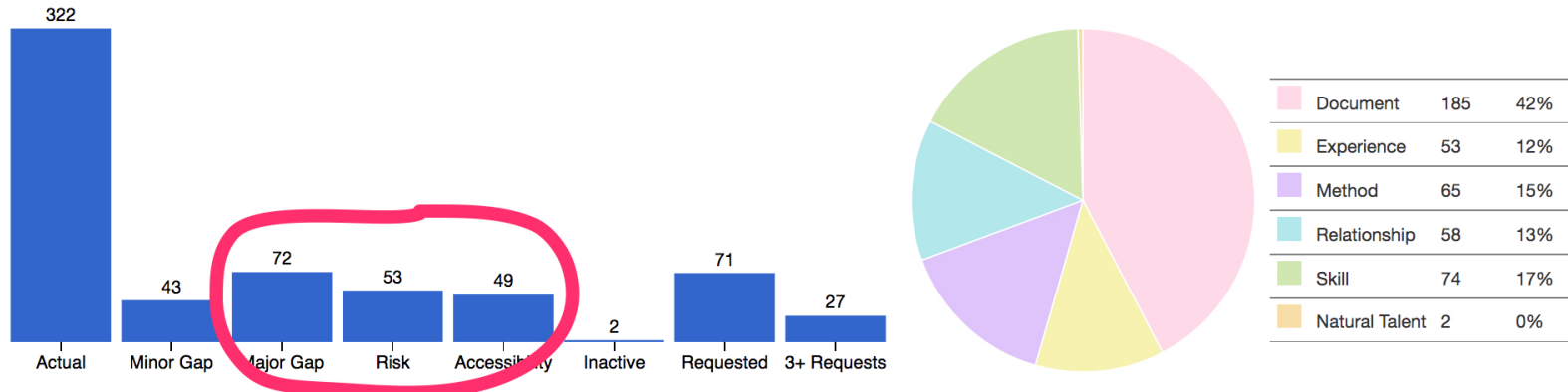


“Top 10” most requested knowledge resources

	KA Code	BA Name	Asset	Type	I/O	Status	Requested By	Number of Requests	WG Count
	CS-2020 28/A927	Financial Management	Financial management policy and manual	Document	Input	Actual	KMD 506, KMD 502, KMD 487	3	1
	EGD 186/A187	Design fluid systems	design procedure	Document	Input	Actual	KMD 506, KMD 492, KMD 184	3	1
	FD 100/A104	Prepare annual budget	How to sequence a budget	Method	Input	Minor Gap, Risk	BDD 128, BDD 121, KMD 468	3	2
	FD 100/A573	Prepare annual budget	Budgeting template	Document	Input	Major Gap, Risk, Accessibility	KMD 494, BDD 128, KMD 198	3	2
	FD 27/A39	Coordinate financial audits	Audit drafts	Document	Input	Actual	KMD 496, KMD 198, ITD 35	3	2
	GCD 864/A628	Organise press conferences	5 years experience in handling media questions at live press conferences	Experience	Input	Actual	KMD 566, KMD 492, KMD 487	3	1
	GCD 864/A630	Organise press conferences	Relationships with major news outlet and news editors	Relationship	Input	Actual	KMD 566, KMD 487, KMD 492	3	1
	GCD 864/A631	Organise press conferences	Seating plans	Document	Output	Actual	KMD 566, KMD 487, KMD 492, KMD 506, KMD 494	5	1
	ITD 133/A101	Conduct UAT	Preparing UAT scripts	Skill	Input	Actual	KMD 494, BDD 119, BDD 128, BDD 176, BDD 127	5	2
	ITD 133/A80	Conduct UAT	Prepare TOC	Document	Input	Actual	BDD 119, BDD 128, BDD 176	3	1
	ITD 133/A84	Conduct UAT	How to run UAT	Experience	Input	Actual	BDD 128, BDD 119, BDD 176	3	1



Knowledge Mapping – RAG analysis



Result for all workgroups, all asset types, all asset statuses

- Asset Status: Risk

		KA Code	BA Name	Asset	Type	I/O	Status	Requested By
		BDD-2020 3939/A3954	Conduct market studies	Relationship with research houses eg Romolo Research	Relationship	Input	Major Gap, Risk	
		BDD-2020 3942/A3963	Identify potential clients	Experience in identifying new potential clients	Experience	Input	Actual, Risk	
		BDD-2020 3942/A3964	Identify potential clients	Database of attendees met at events	Document	Input	Major Gap, Risk	

Participants review their maps for knowledge risks, accessibility issues, and knowledge gaps (RAG analysis). This provides a focus on priority action areas.



Questions?

plambe@straitsknowledge.com

etan@straitsknowledge.com

