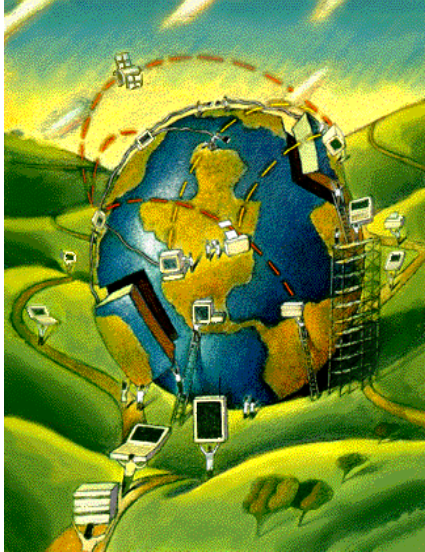


Consultants'
Knowledge
Group

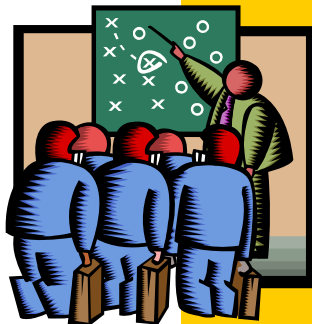


Knowledge Management at HP Consulting



Consultants'
Knowledge
Group

Agenda

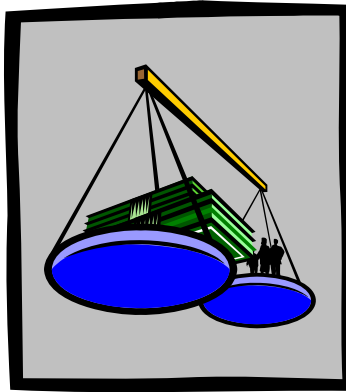


- The business case
- The implementation strategy
- Your role



Knowledge Mgmt at
HPC
20 July 00

The business case for Knowledge Management



HPC's Knowledge Management business drivers

- Rapidly changing technology
- Increased implementation complexity

Innovation

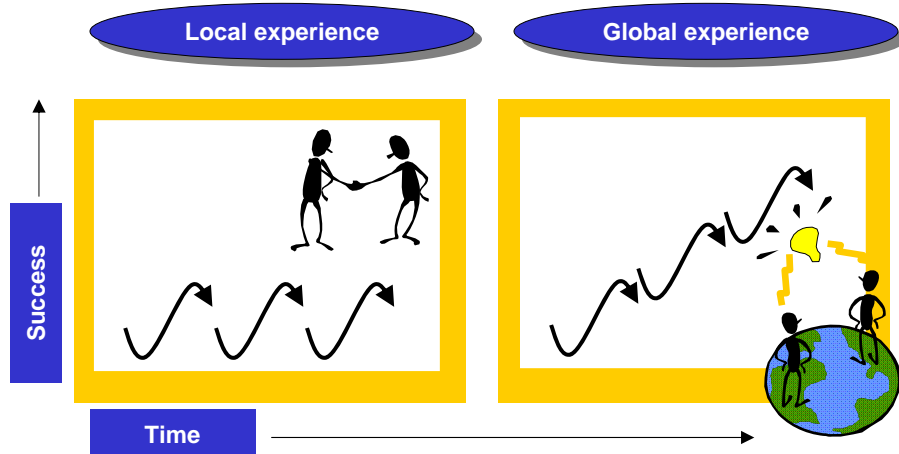
VS

Leverage

- Customer expectations:
 - Faster execution
 - Global consistency
 - Ability to tap HP's collective knowledge



... drives the need to accelerate learning curves



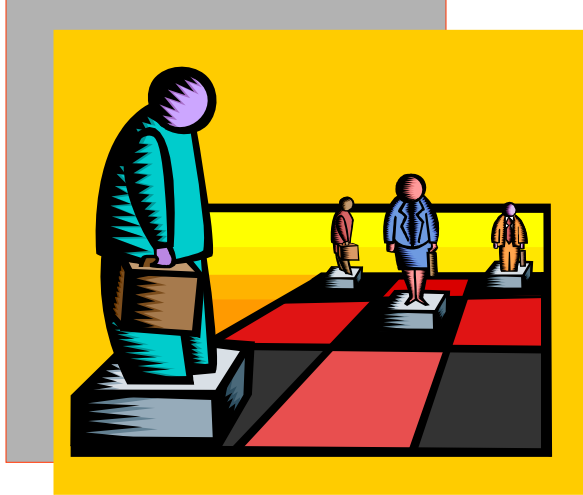
HP Consulting's Knowledge Management Vision

Our consultants feel and act as if they have the knowledge of the entire organization at their fingertips when they consult with customers. They know exactly where to go to find information. They are eager to share knowledge as well as leverage other's experience in order to deliver more value to customers. We will recognize those consultants that share and those that leverage other's knowledge and experience as the most valuable members of the HP consulting team.



Consultants'
Knowledge
Group

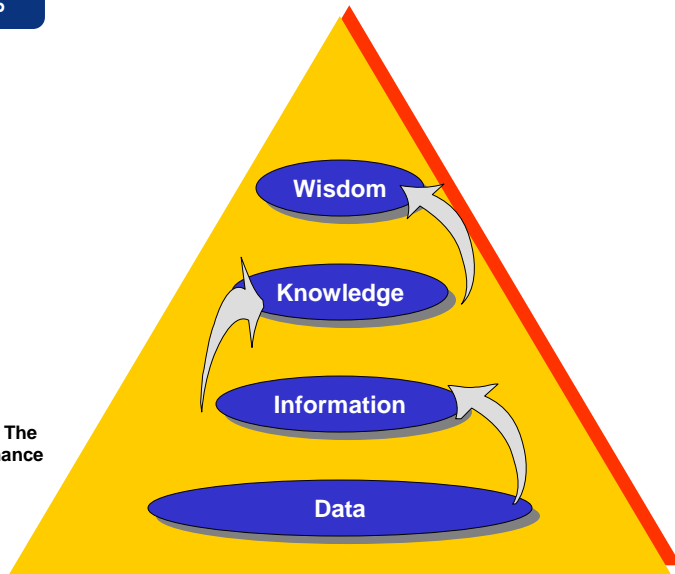
Strategy for Implementation



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We avoided the typical approach

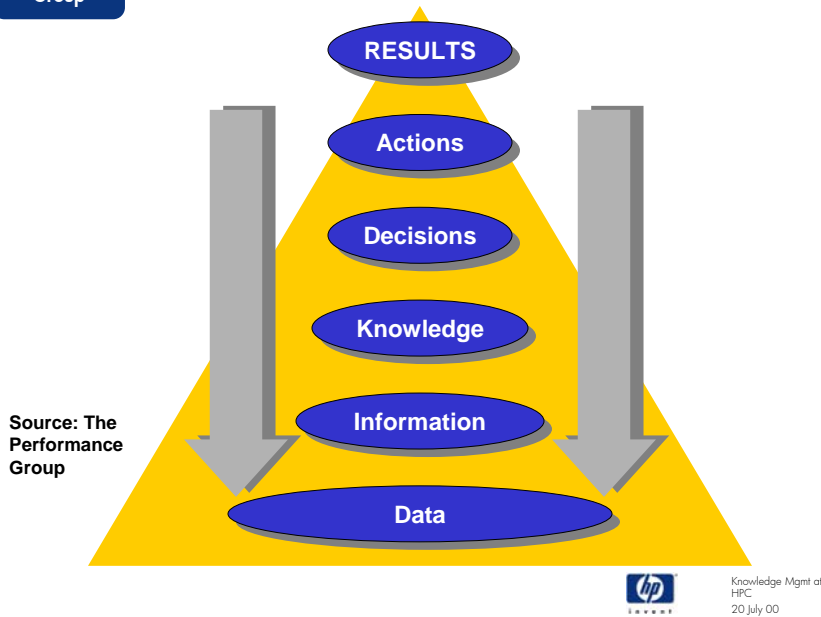


Source: The
Performance
Group



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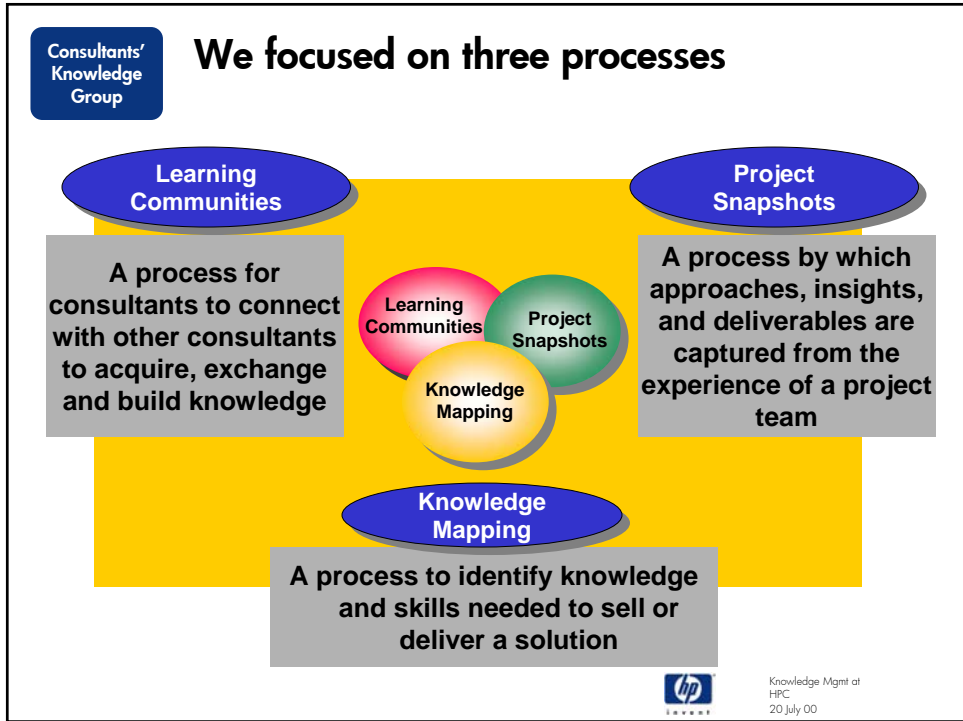
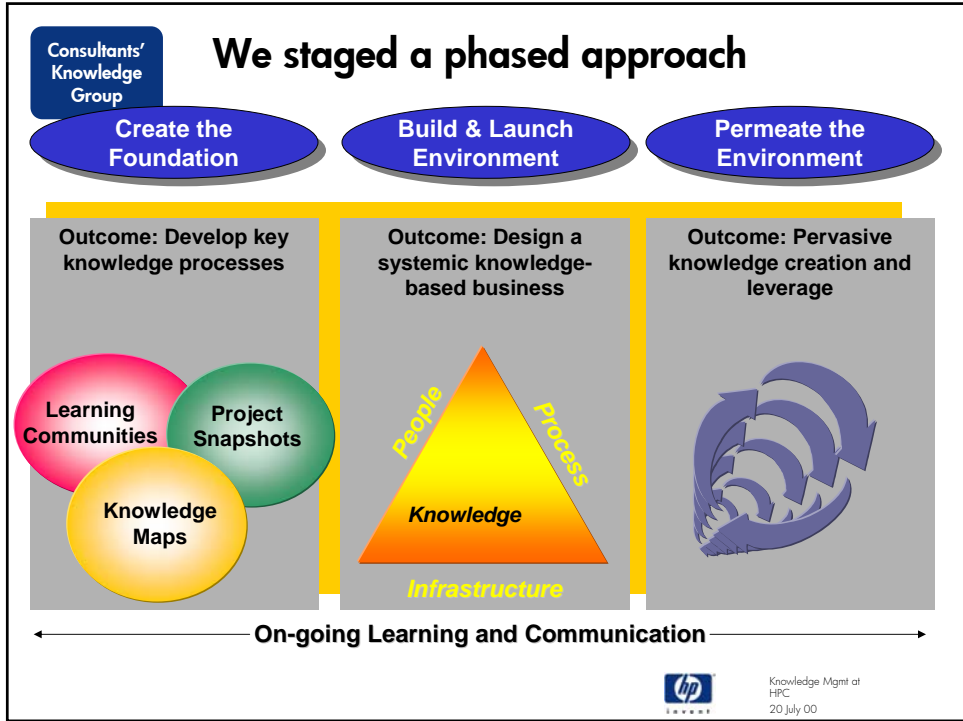
...and focused on business results

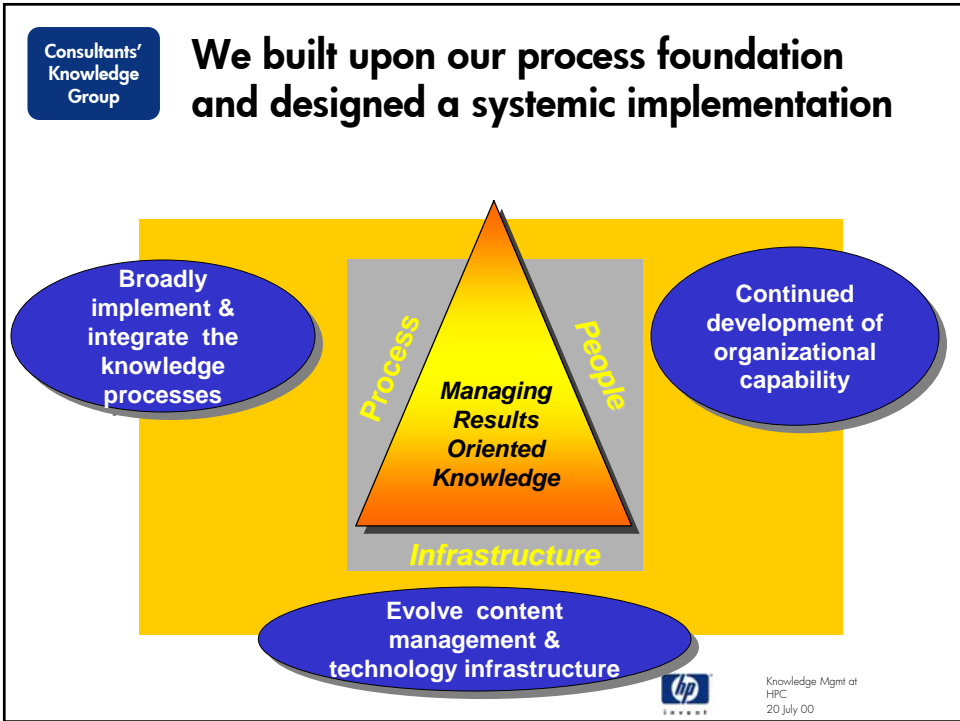
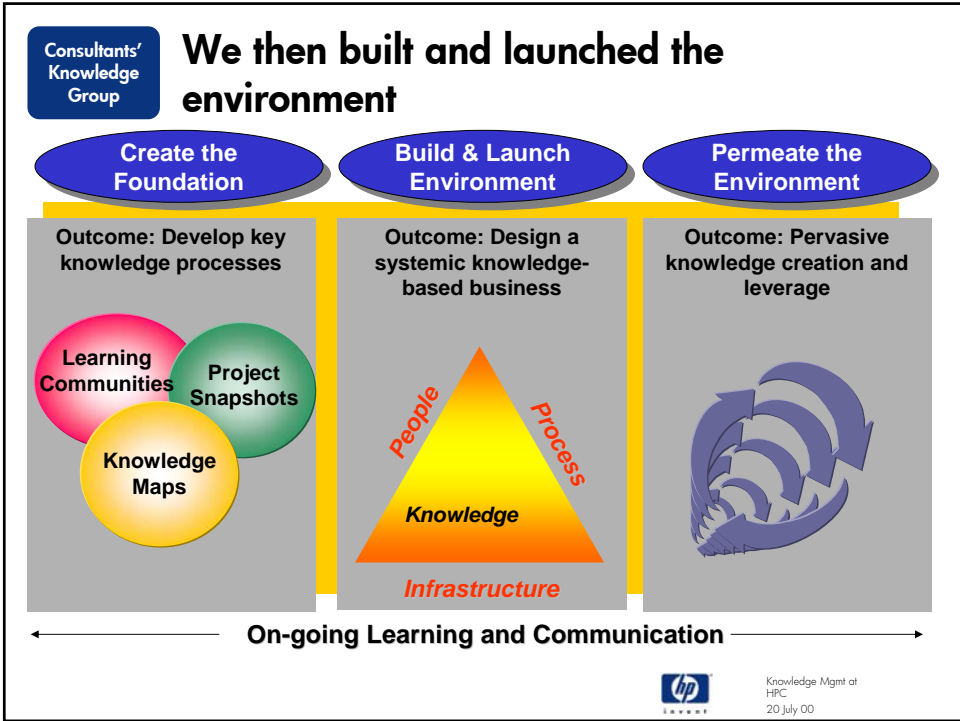


We designed a program with three key objectives

- Balance reuse and innovation
- Promote pervasive leverage and sharing of knowledge
- Integrate explicit and tacit knowledge processes into the core work of the organization







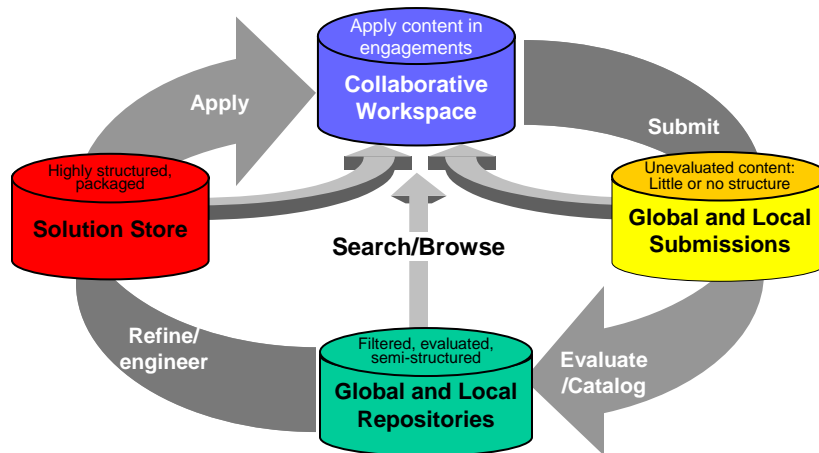
K-Net: the HPC knowledge technology solution



- **K-Net**
 - ◆ Electronic portal to HPC's knowledge
 - ◆ Structured knowledge, discussion forums
 - ◆ Browse, search and submit capabilities
- **Solution knowledge**
 - ◆ Knowledge structure consistency
 - ◆ Collateral look and feel consistency
 - ◆ Populated Solution Store
- **Project Knowledge**
 - ◆ Project workspace
 - ◆ Project document management
 - ◆ Project discussion forum



Defining the process: Consulting Content Lifecycle



K-Net Demo



Services and capabilities

K-Net

- Electronic portal to HP's knowledge
- Knowledge structure
- Browse, search and submit
- Project work space

K-Desk

- Human interface
- Knowledge brokering service
- Market research service

Learning Communities, K-Link

- Network of consultants
- Business subject orientation
- Web-based tool to support LCs

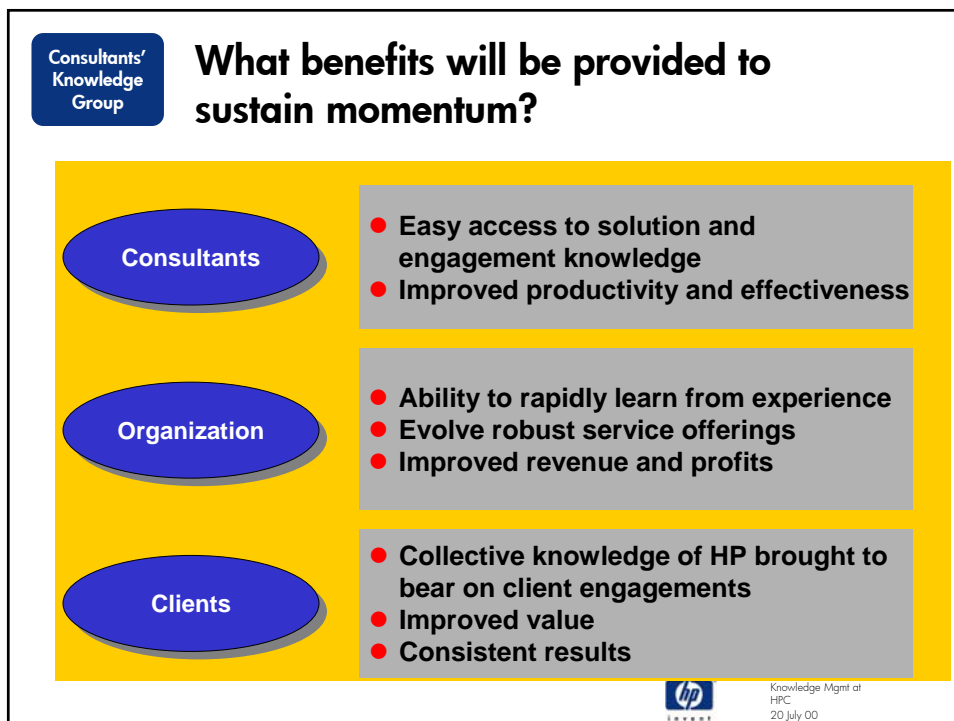
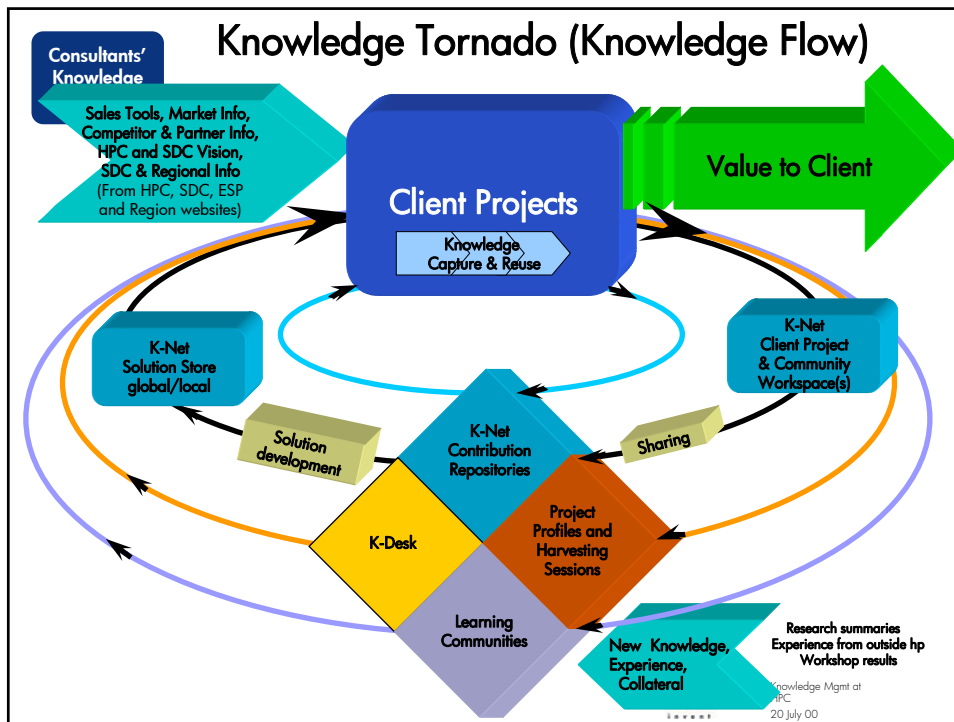
Project Snapshot

- Process to capture project insights and outcomes
- Web-based database for storage

Knowledge Map

- Process to identify knowledge and skills needed to sell and deliver a solution





Your role



- **Share your knowledge and leverage others' knowledge**
 - ◆ Join a Learning Community
 - ◆ Use the K-Desk to locate knowledgeable people and content
 - ◆ Become familiar with the content in K-Net
- **Become a role model for desired behaviors**
 - ◆ Take time for sharing, learning and codifying
 - ◆ Be passionate and involved
 - ◆ Become visible as a knowledge role model

