

Benefits from Knowledge Management Initiatives

Knowledge Management is a discipline to leverage expertise and content to enable improved business outcomes.

Efficiency

Stop reinventing the wheel. Let the right hand know what the left hand is doing.

Capability

Proactively leverage and enhance employee skills and capabilities.

Responsiveness

Enable resources to anticipate and respond to threats and opportunities.

Innovation

Connect people to create and share ideas.

Compliance

Enable resources to understand and comply with regulations.

Contact Information

Dana Goodrich,
Director, Business Development
410-715-2478, 800-777-4638

EMAIL: Dana.Goodrich@sssi.net
FAX: 410-715-4369



Scientific Systems & Software
International Corporation
10480 Little Patuxent Parkway, Suite 600
Columbia, Maryland 21044
410-715-5700
www.sssi.net

knowledge management



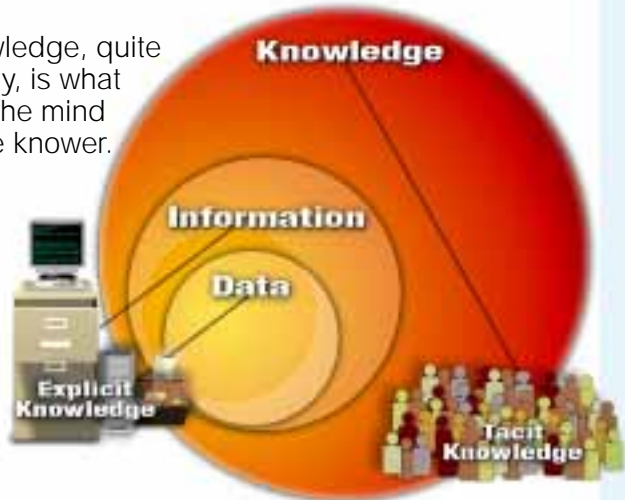
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What is Knowledge?

Knowledge encompasses both data and information. It is about people, and insights and context of the mind. It's the cumulative effect of a lifetime of insight, intuition, context, experience and wisdom.

Knowledge, quite simply, is what is in the mind of the knower.



Why Knowledge Management?

Knowledge is a significant, untapped source of sustainable value and advantage in organizations.

"The ability of an enterprise to capture and share knowledge and its ability to reuse, reinvent and innovate using that knowledge will become a key determinant and predictor of value."

Gartner Group
The Knowledge Management Scenario:
Trends & Directions for 1998-2003

"In the new economy, knowledge is not just another resource alongside the traditional factors of production - land, labor and capital - but the only meaningful resource today."

Peter Drucker
Post Capital Society

knowledge management strategy

SSSI's holistic approach to Knowledge Management addresses: Leadership, Vision and Values, Culture and Organization, Technology, Process, and Measurements and Incentives so that tacit and explicit knowledge can be fully leveraged for competitive advantage.

We accomplish this by:

- Linking Knowledge Management initiatives to tangible business outcomes
- Applying our proven methodology, tools and techniques
- Providing the necessary infrastructure, policies and procedures, and knowledge transfer to make KM real for our clients
- Partnering with key providers of solution components, bringing the "best of the best" solution elements to bear

This enables our clients to realize fast and lasting tangible results, providing:

- Greater efficiency
- Enhanced capabilities
- Improved responsiveness
- Better and more frequent innovations
- A greater ability to comply with government and industry regulations

Phase 1 - Knowledge Strategy

During Phase 1, the relationship between knowledge and the desired business outcomes is identified and understood.

How can we leverage knowledge to achieve desired business outcomes?

Phase 2 - Opportunities for Advantage

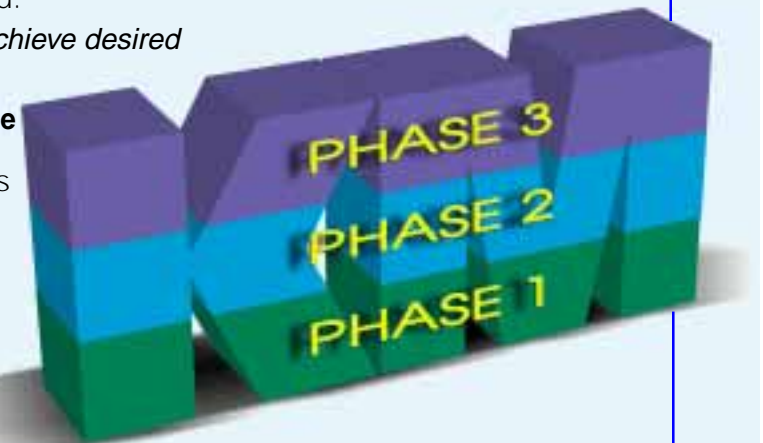
In Phase 2, a deeper analysis produces a prioritized list of opportunities for advantage.

What opportunities should we address and how?

Phase 3 - Design and Deploy

In Phase 3, the actionable implementation plans are translated into a detailed solution design, transition plan and launch of a KM pilot.

How should we implement and manage these opportunities to achieve desired business outcomes?



Land Labor Capital Knowledge

Knowledge does not diminish, but increases with use.