FUNDECOR perceived knowledge management gaps  
Based on 13 respondents – 25 May 2018

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Cost of ignorance** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly disagree** |
| 1. We know how to develop a knowledge management strategy. |  | | | | |
| 1. We know how to set up an IT roadmap to underpin our knowledge management strategy. |
| 1. We know and can apply a toolbox for expert knowledge capture, validation and dissemination. |
| 1. We know how to manage a knowledge management system. |
| 1. We understand the architectural choices for a knowledge management system. |
| 1. We know how to choose a technology stack for a knowledge management system. |
| 1. We know how to improve findability of knowledge on a knowledge management system. |
| 1. We understand the roles involved in a successful knowledge management programme. |
| 1. We know how to measure success of a knowledge management programme. |
| **Maturity of knowledge management** | **Initial** | **Managed** | **Defined** | **Quantitatively managed** | **Optimising** |
| 1. Identification, safeguarding and retaining critical knowledge and skills. |  | | | | |
| 1. Building and updating critical knowledge and skills ‘just-in-time’ and at the point of action. |
| 1. Exchanging and transferring knowledge, lessons learned and proven practices across operations, regions and organisations. |
| 1. Providing web-based tools that allow stakeholders to access all required information and expertise and to collaborate with all relevant parties in their environment. |

KM maturity levels

**5**

**4**

**3**

**2**

**1**

**Optimising**

**Quantitatively**

**Managed**

**Defined**

**Managed**

**Initial**

Process unpredictable,

poorly controlled

and reactive

Process characterised

for projects and is

often reactive

Process characterised

for the organisation

and is proactive

Process measured

and controlled

Focus on process

improvement