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# **A Blueprint for Organizational Learning:** *Engineering Organizational Knowledge*

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# A Blueprint for Organizational Learning

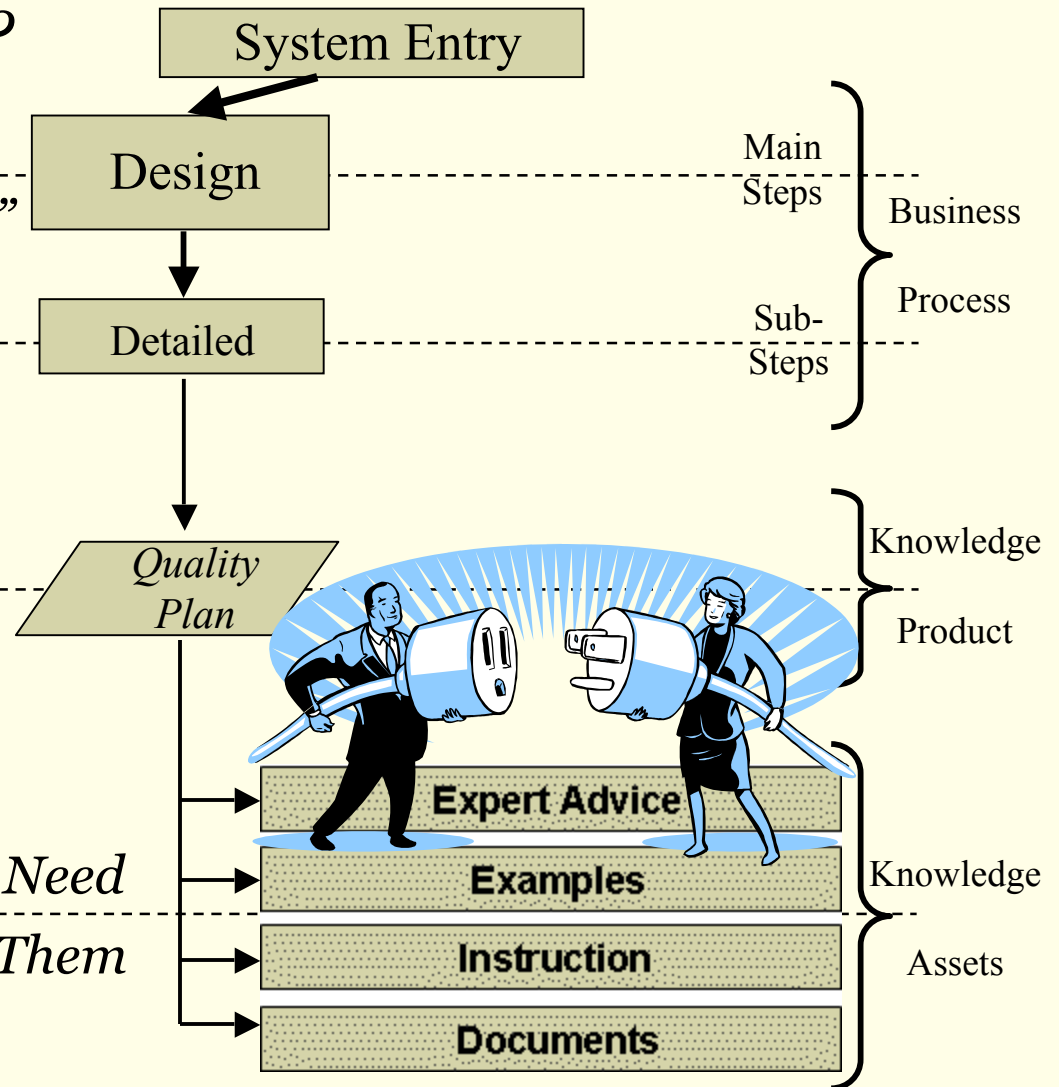
## The Happy Ending to Your Story Everyone Easily Gets What They Need to Do Their Job

Need to Make a Quality Plan?

Go to the System, Click on "Design"

Drill Down to "Quality Plan"

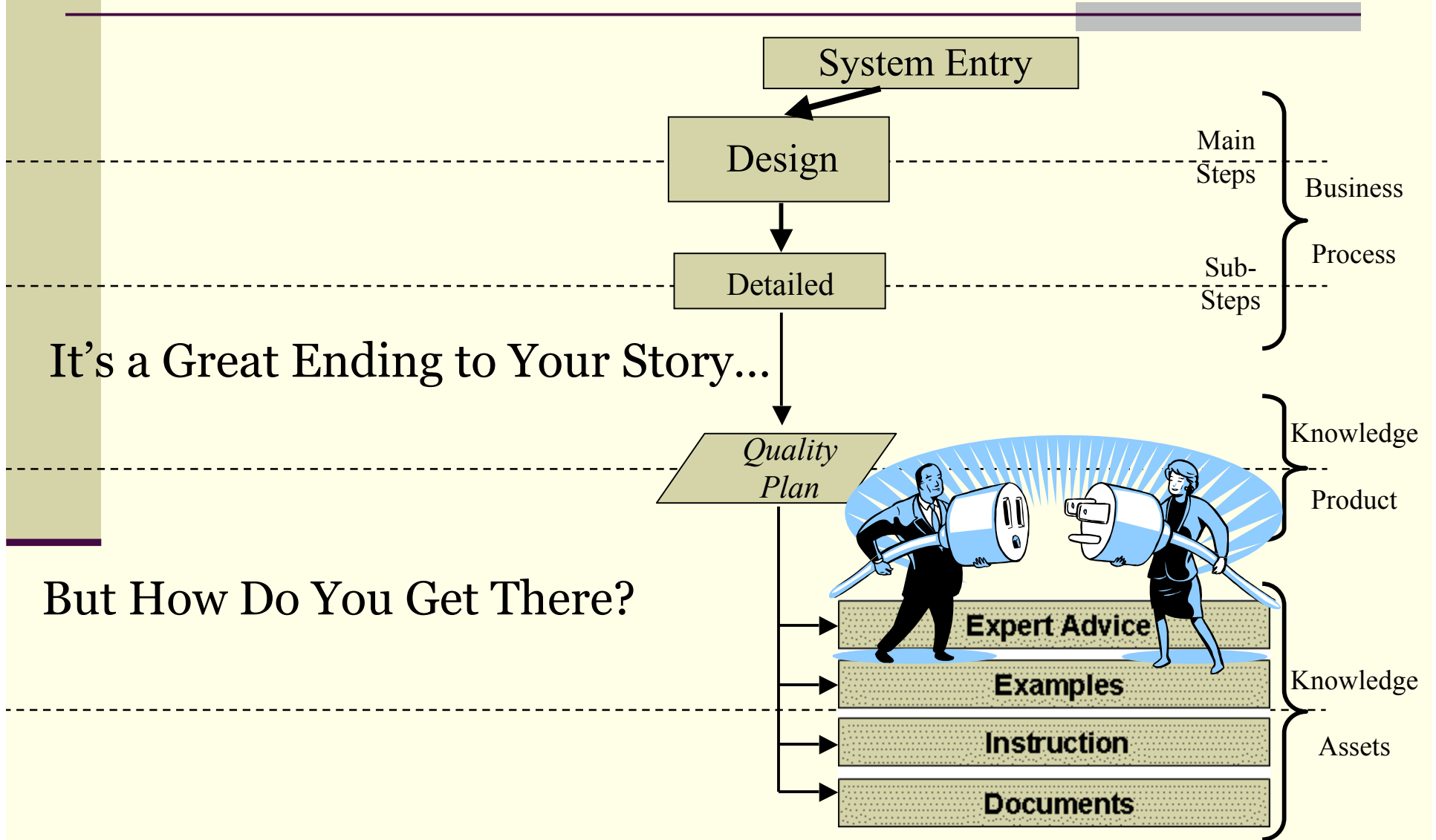
There Are All The Materials You Need  
Linked to the People that Made Them



# *A Blueprint for Organizational Learning*

# The Happy Ending to Your Story

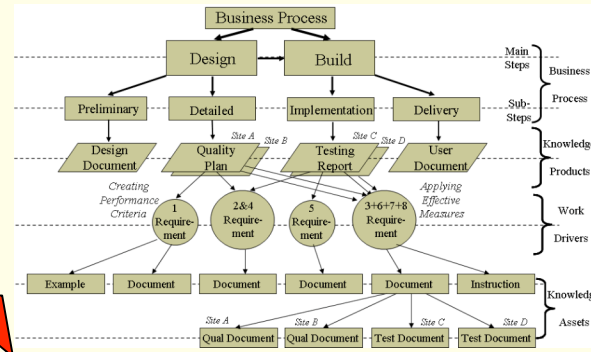
*Everyone Easily Gets What They Need to Do Their Job*



# A Blueprint for Organizational Learning

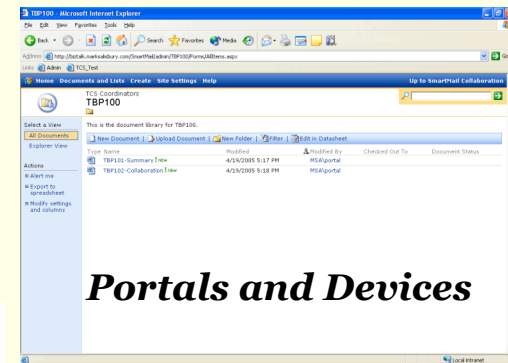
# Ideal System Concept

## Knowledge Base



**Content Creation and Update**

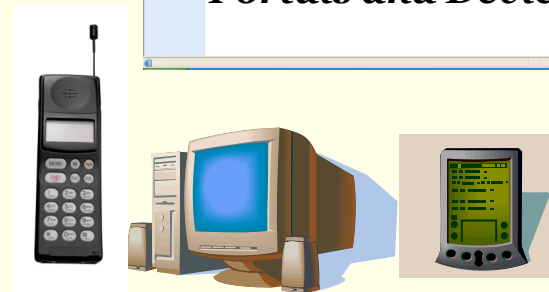
**Role-Based Content View**



**Portals and Devices**



**External Requirements**



*A Blueprint for  
Organizational  
Learning*

# Engineering Organizational Knowledge

**Technologies**

*LMS  
Content  
Manager  
Collaboration  
Software*

**Methodologies**

*Knowledge Modeling*

*Metadata*

*Knowledge  
Asset Reuse*

**Processes**

**Work**

**Learn**

*Collaboration*

*Expert  
Advice*

*Examples*

*Work  
Products*

*Instruction*

*Documents*

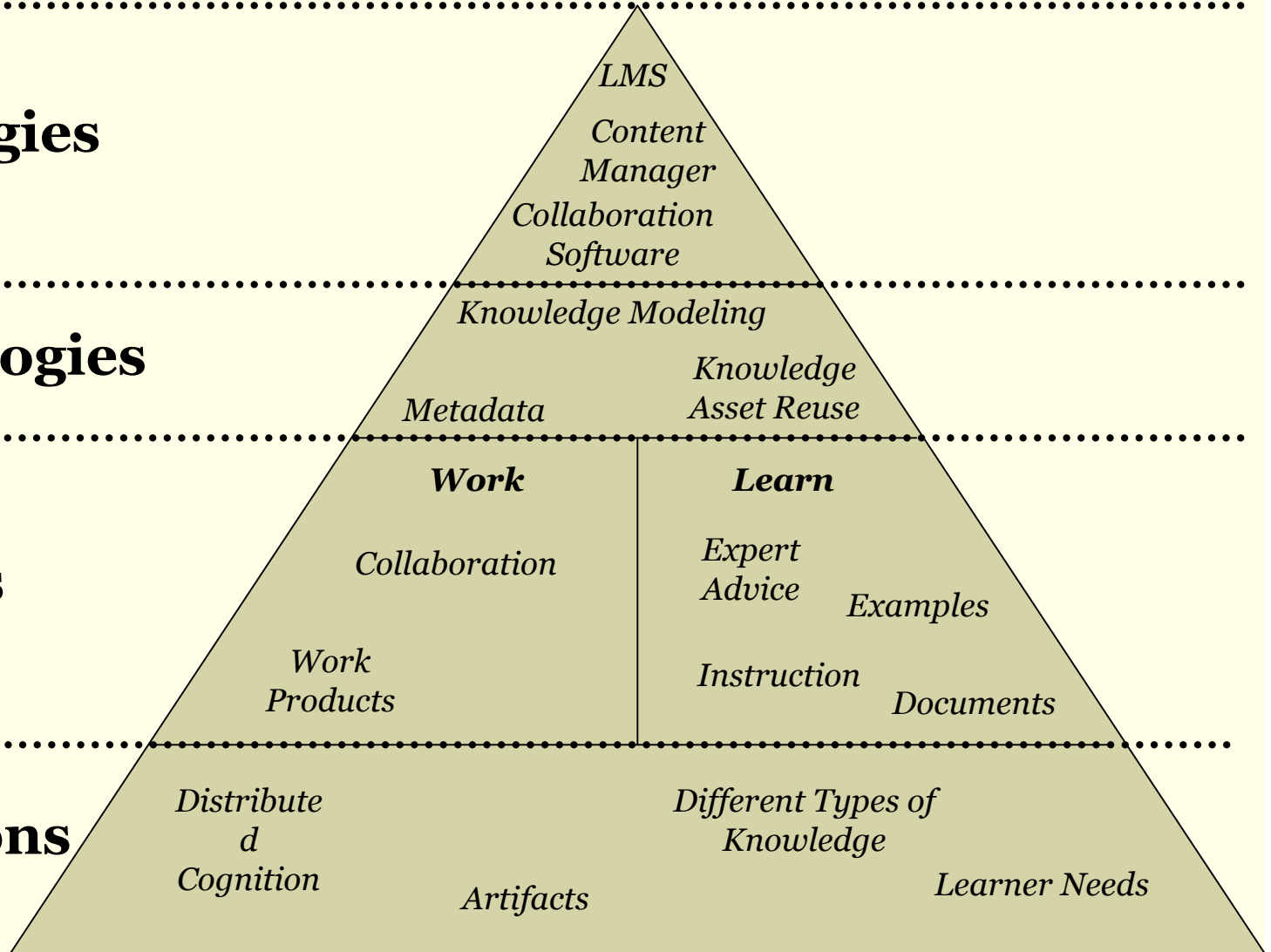
**Foundations**

*Distribute  
d  
Cognition*

*Different Types of  
Knowledge*

*Artifacts*

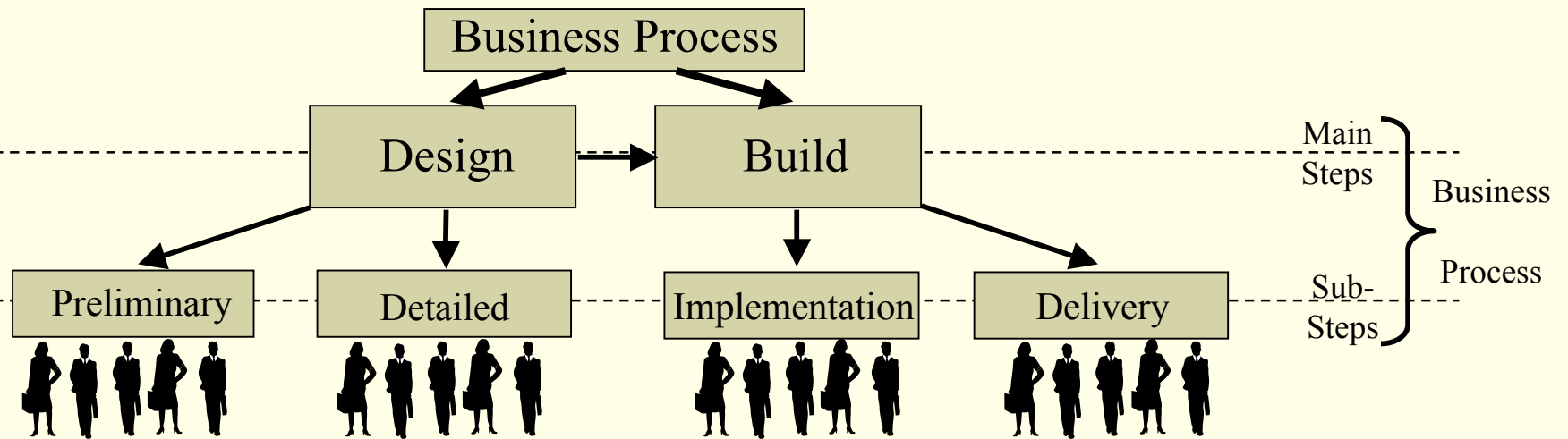
*Learner Needs*



# Work Processes

# Agreeing on the Workflow Process

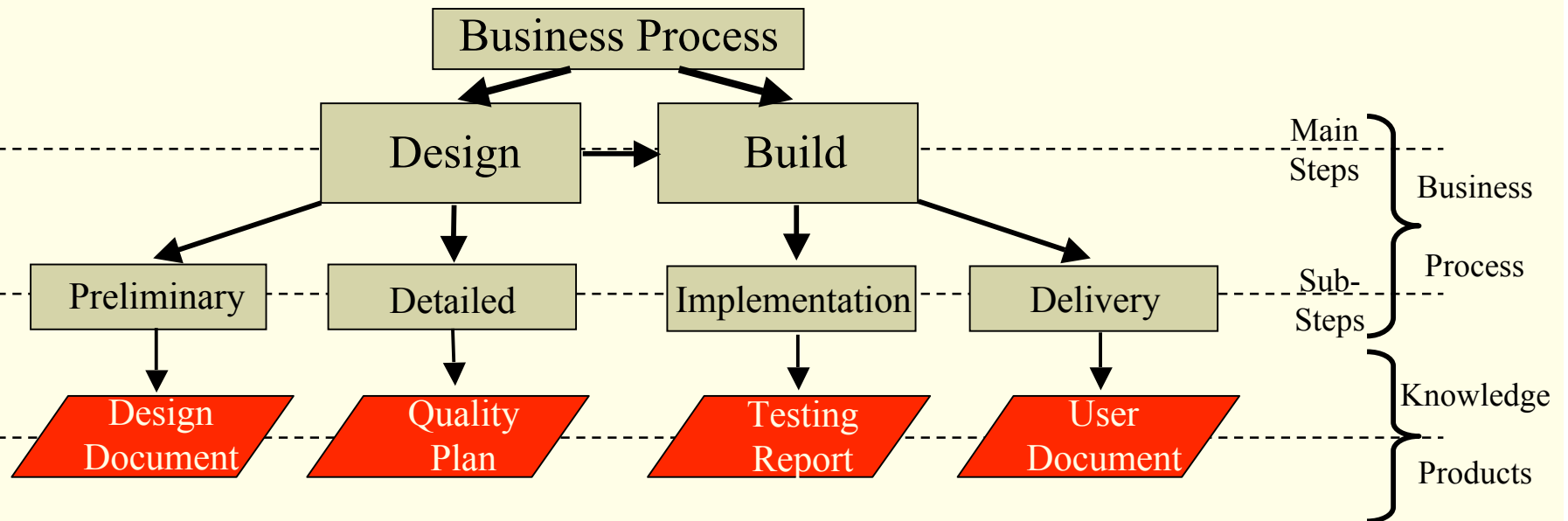
*Becoming "One Mind"*



*Cognition is Distributed Across Individuals*

**Work  
Processes**

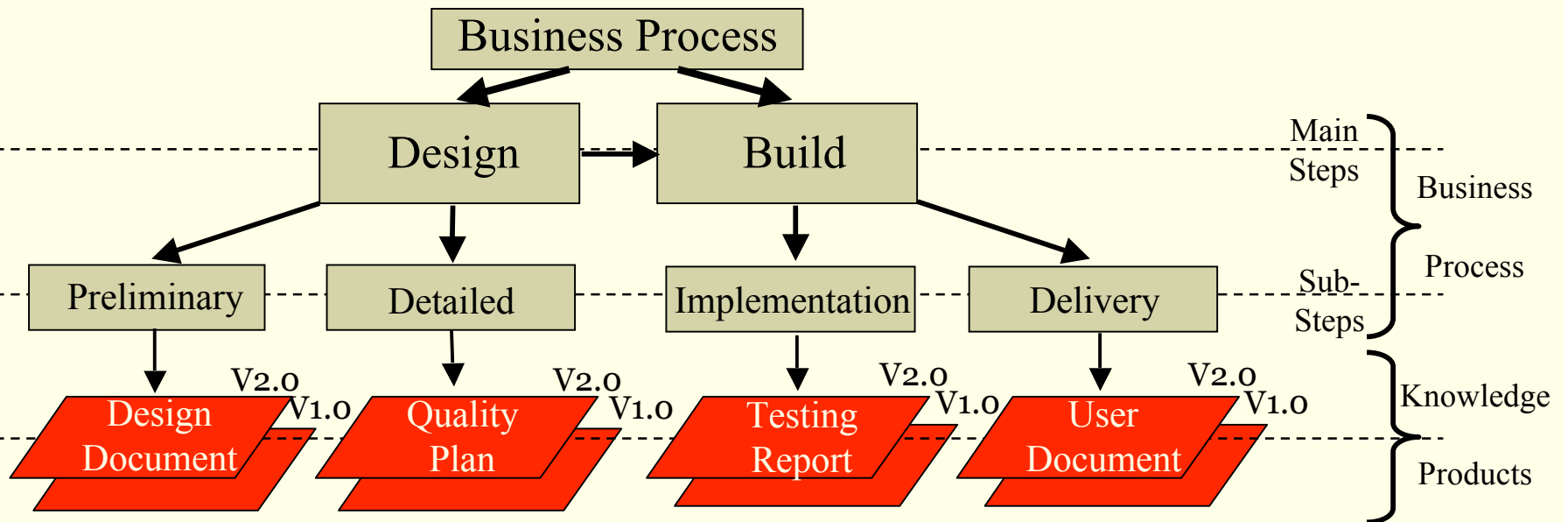
# Identifying the Artifacts of Work



***Cognition is Distributed in Artifacts***

**Work  
Processes**

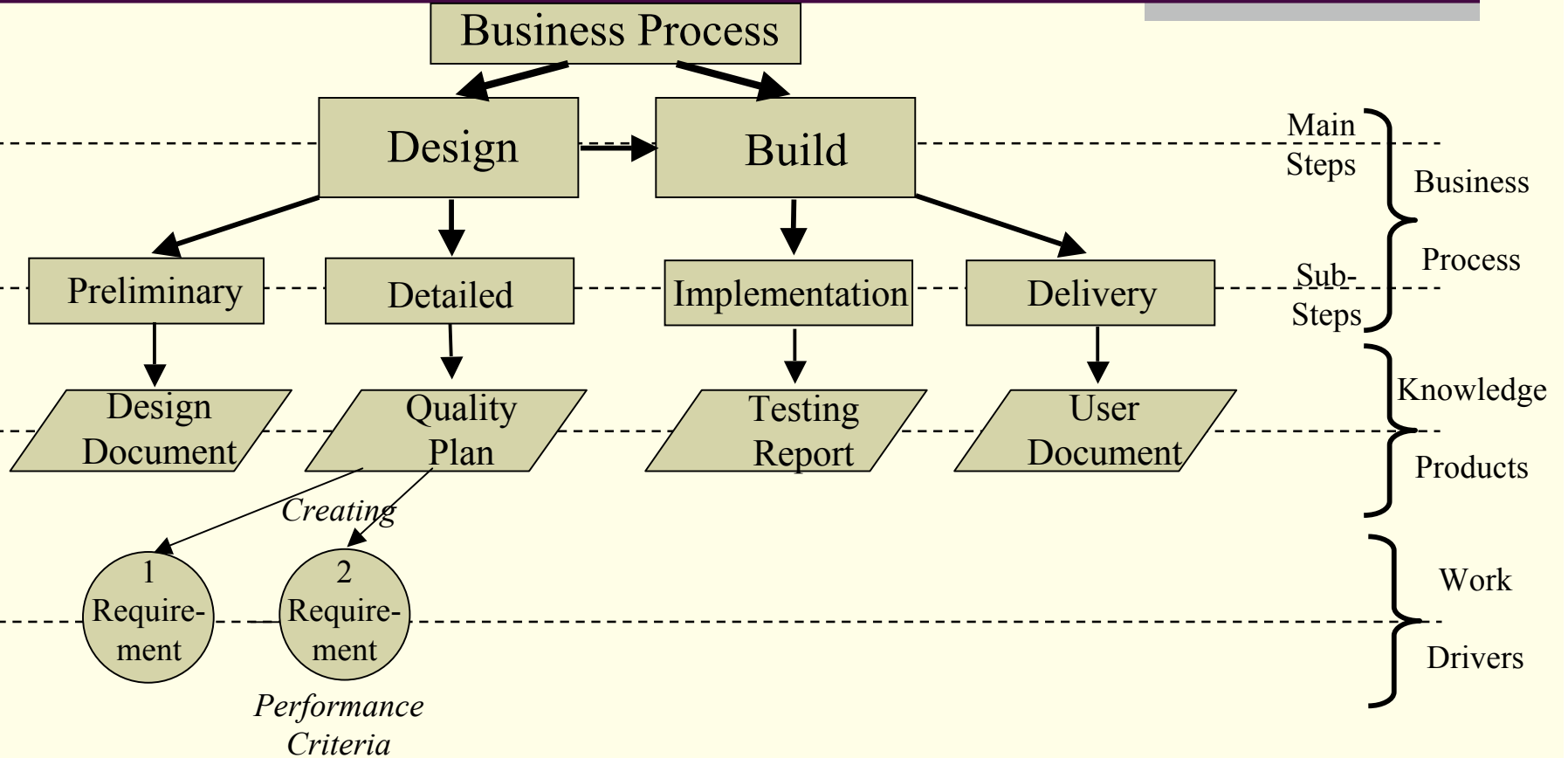
# Keeping Track of the History of Work



***Cognition is in the History of Artifacts***

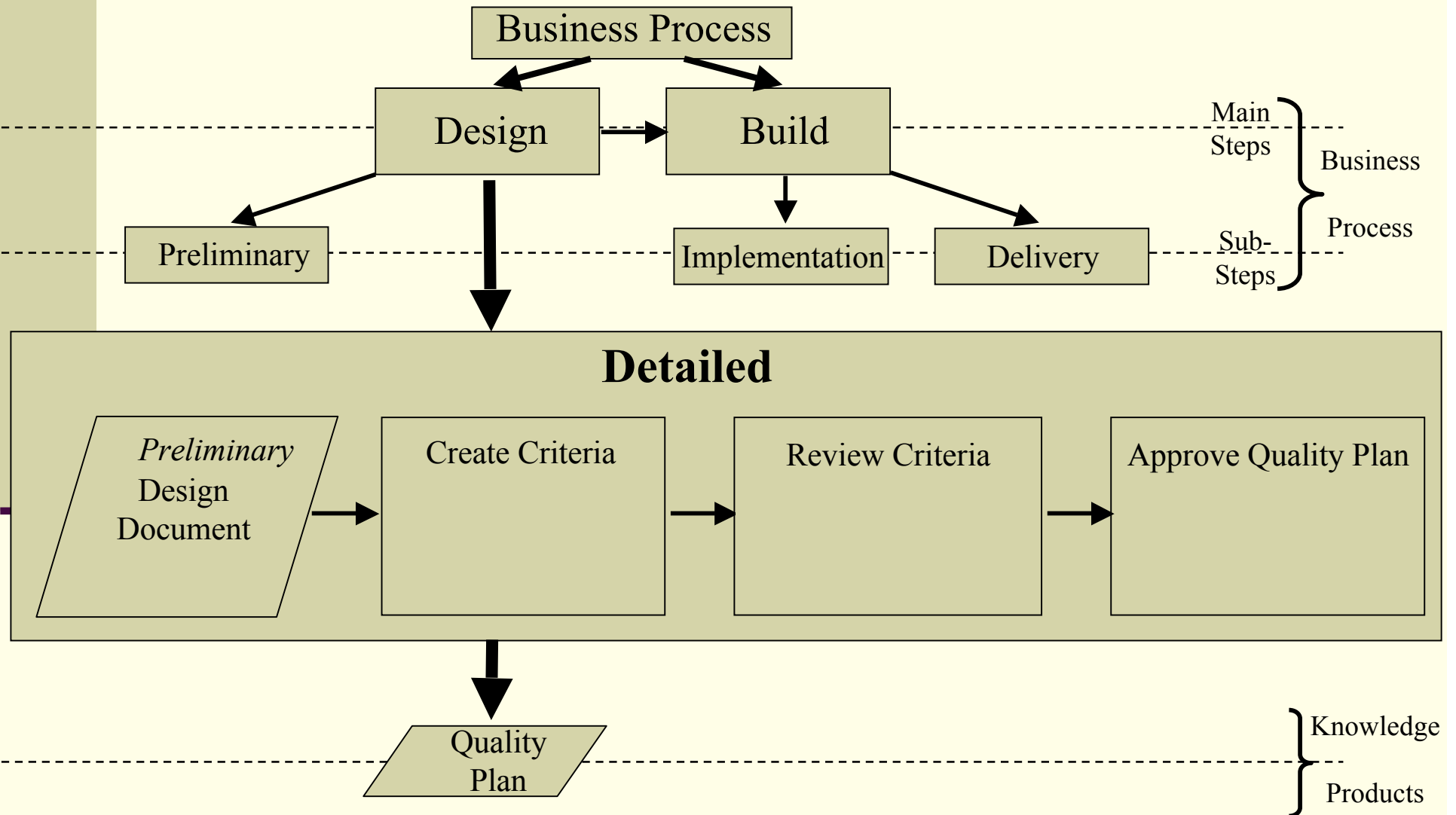
**Work  
Processes**

# Identifying Requirements Addressed by Artifacts



# Work Processes

# Defining Processes to Address Requirements

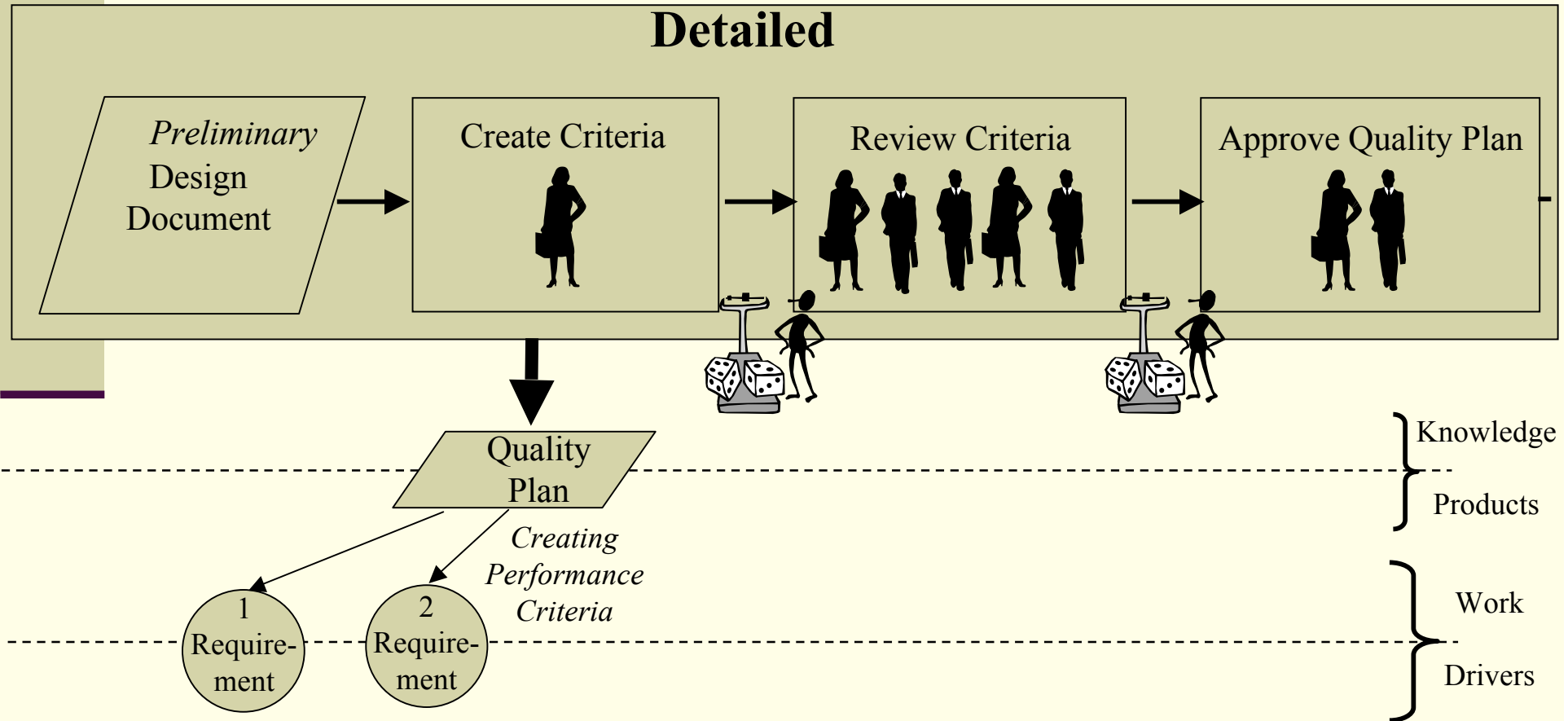


# Work Processes

# Working the Process

## Deciding on Metrics

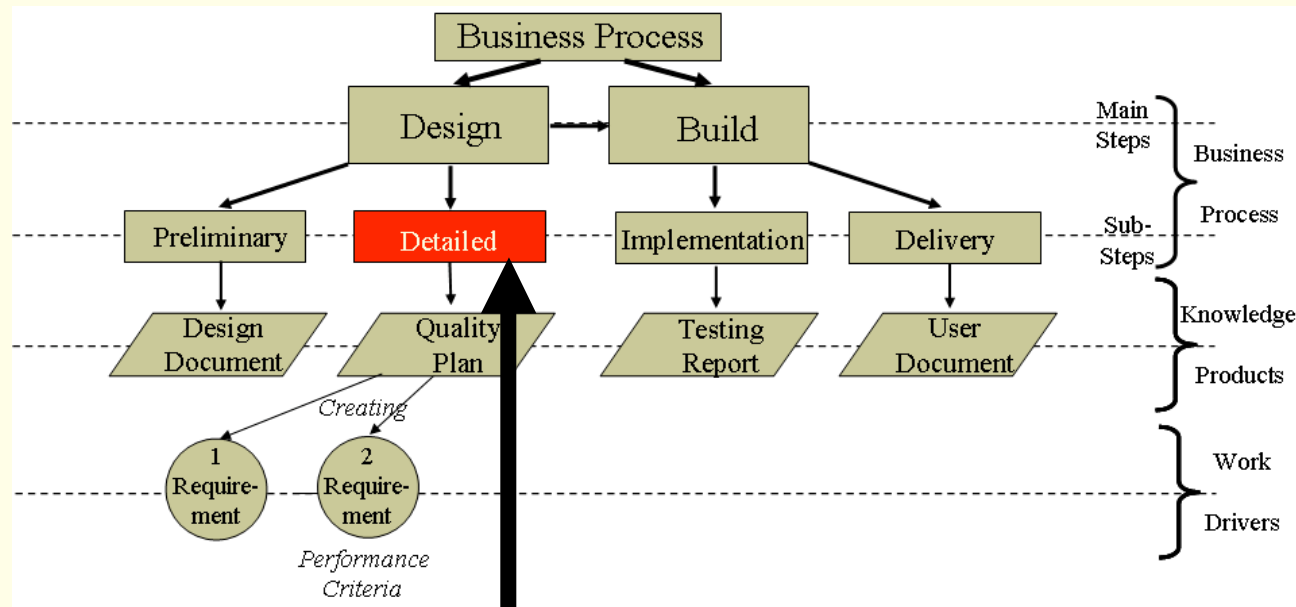
### Detailed



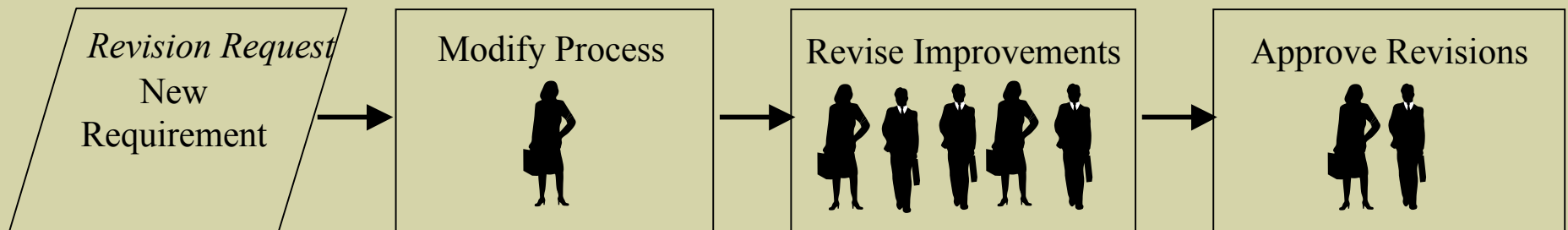
# Work Processes

# Working the Process

## Improving the Process

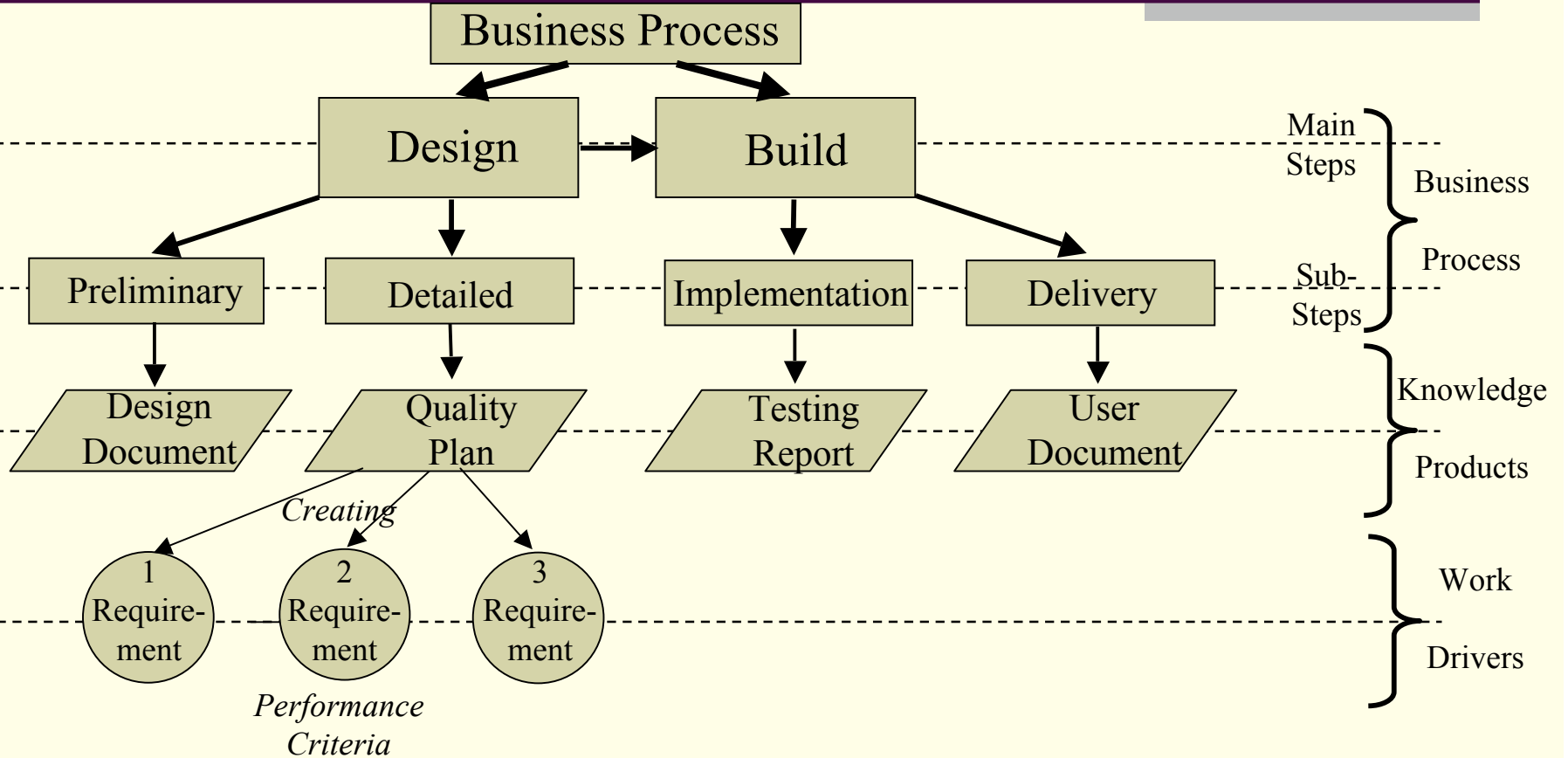


## Process Improvement Process



# Work Processes

# Improved Process with Additional Requirement



*Learning  
Processes*

# Recognizing Different Types of Knowledge

Metacognitive

Procedural

Conceptual

Factual

Explicit

Tacit

*Learning  
Processes*

# Recognizing Different Types of Knowledge Assets

Metacognitive (Expert Advice)

Procedural (Examples)

Conceptual (Instruction)

Factual (Documents)

Explicit

Tacit

## Recognizing Different Types of Knowledge Assets

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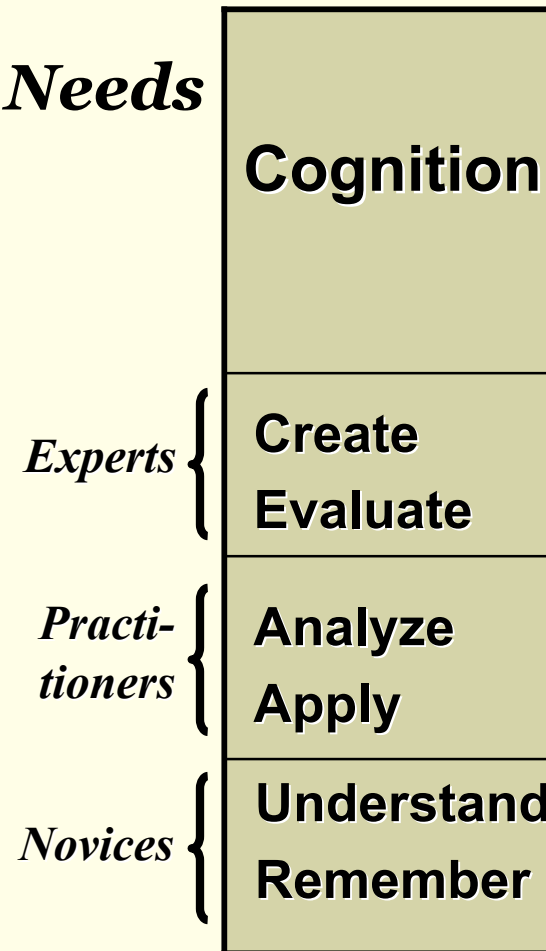
Explicit

Tacit

## *Learning Processes*

# Recognizing Different Types of Learners

*Learners Have Differing Cognitive Needs*



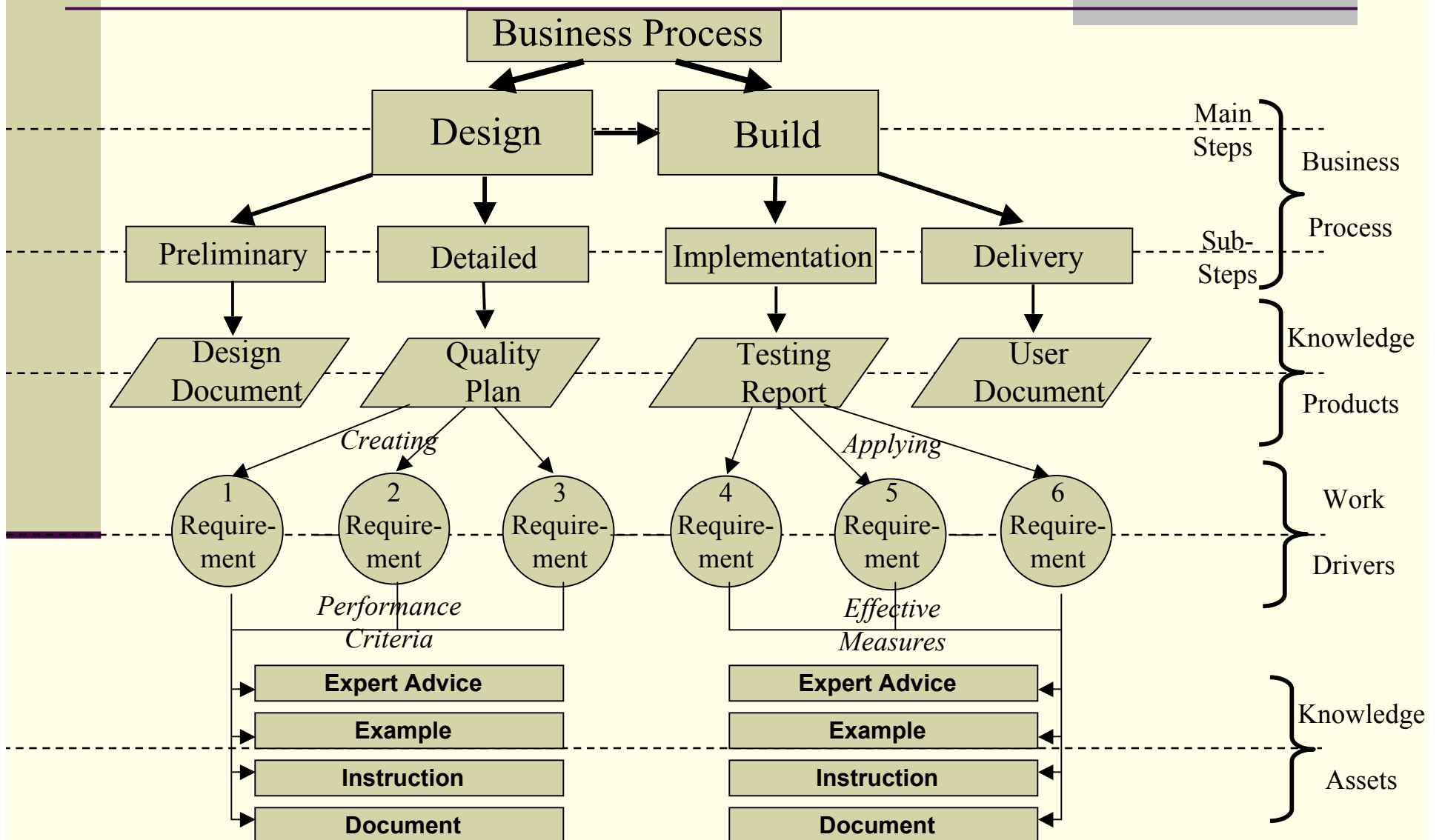
# Learning Processes

# Providing Learners with Appropriate Knowledge

Cognition Dimension		Knowledge Dimension			
		<i>Multimedia Learning</i>			
		Factual	Conceptual	Procedural	Metacognitive
<i>Experts</i>	Create Evaluate	Documents			Expert Advice
<i>Practitioners</i>	Analyze Apply			Examples	
<i>Novices</i>	Understand Remember		Instruction		

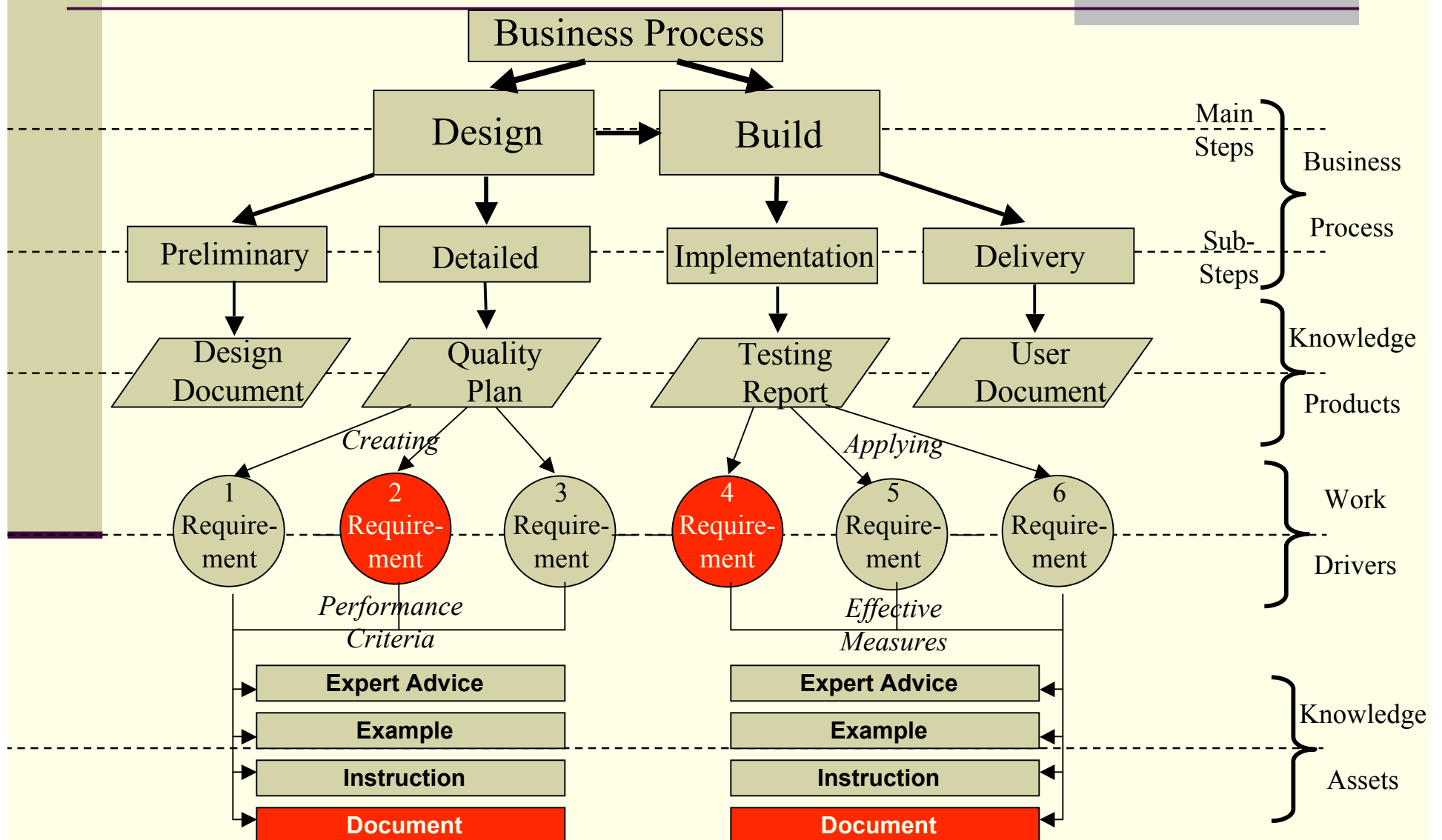
# Learning Processes

# Providing Learners with Appropriate Knowledge



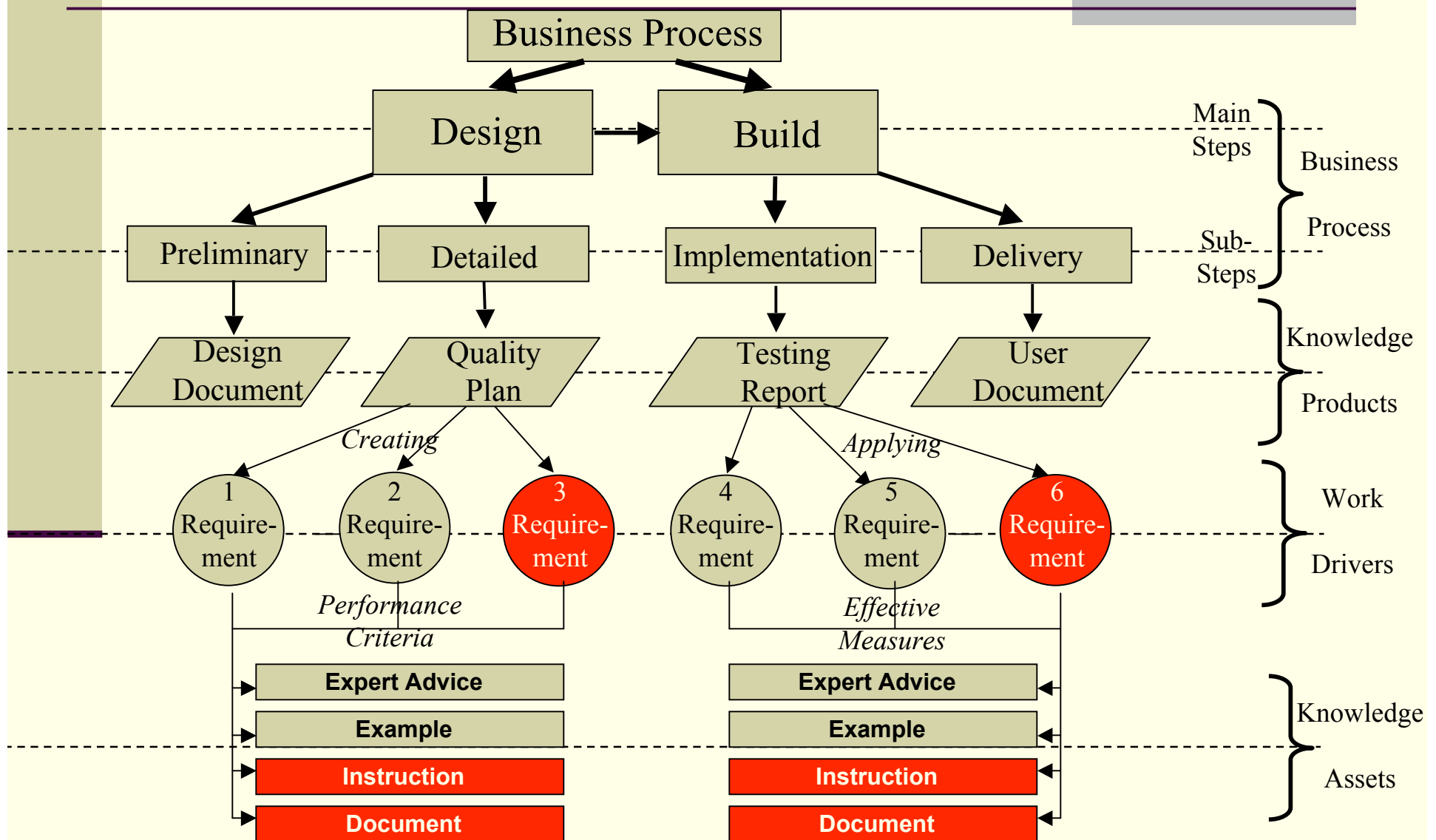
# Methodologies

# Reuse Knowledge Assets



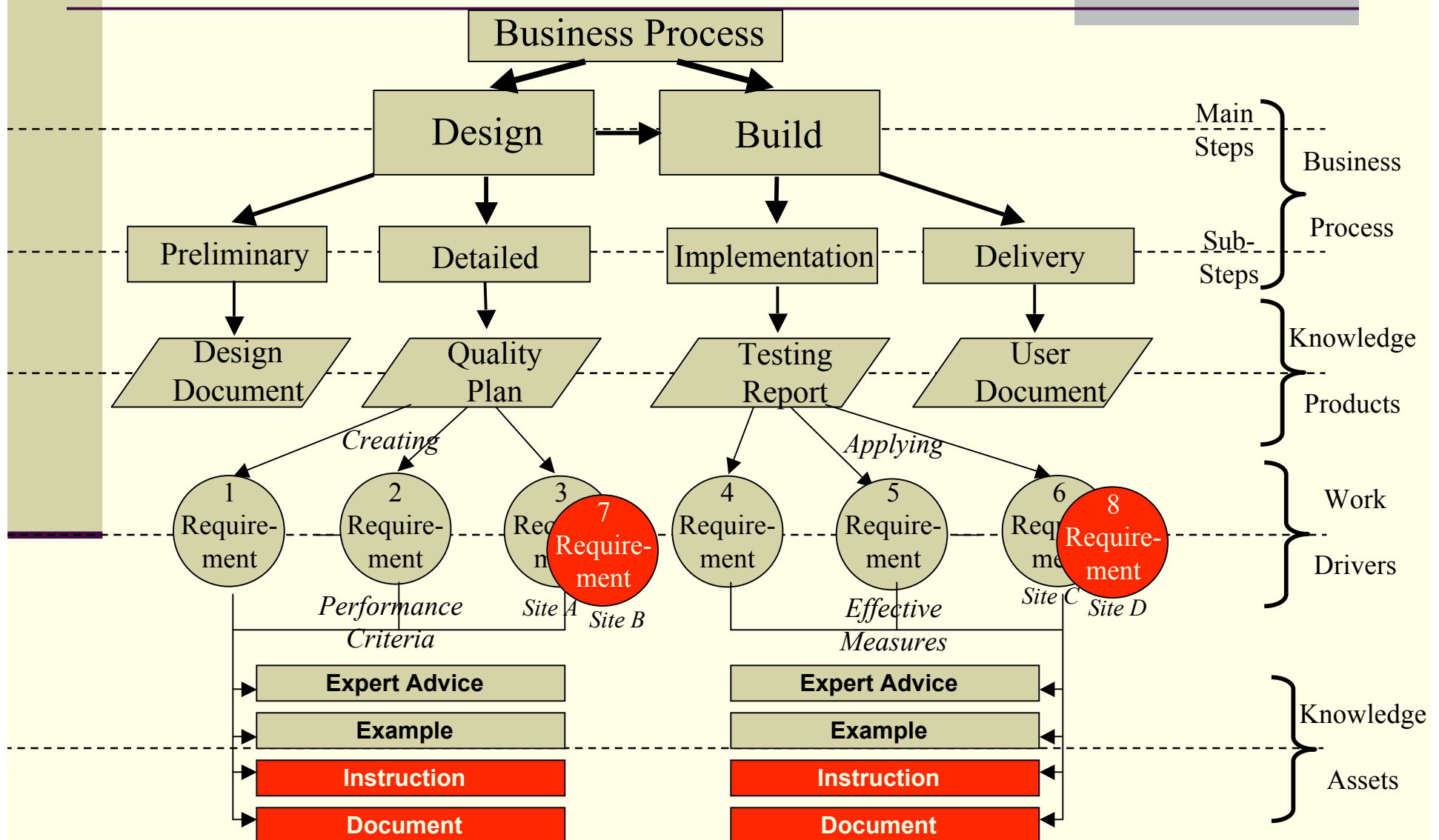
# Methodologies

# Reuse Knowledge Assets (Horizontally)



# Methodologies

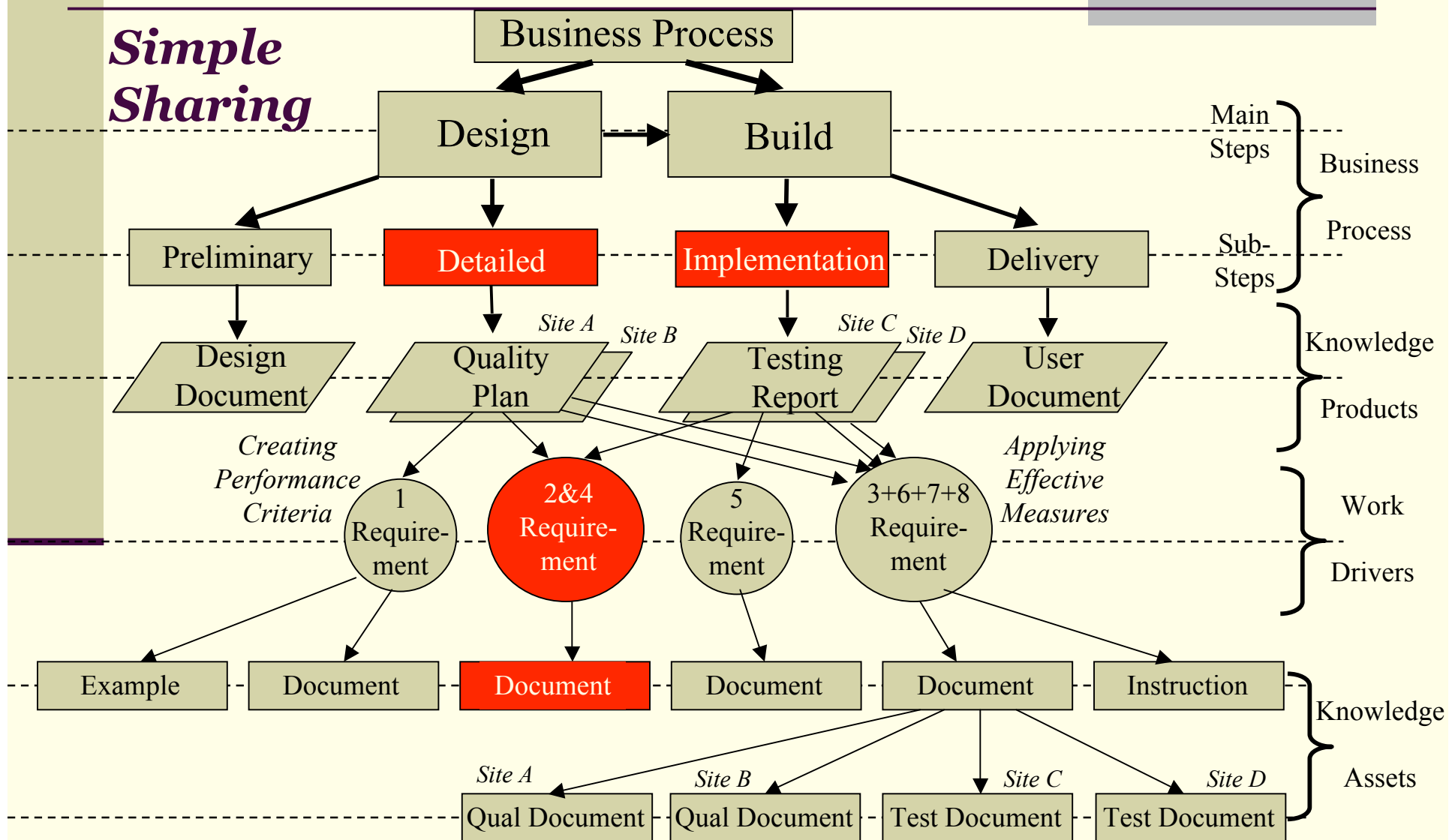
# Reuse Knowledge Assets (Vertically)



# Methodologies

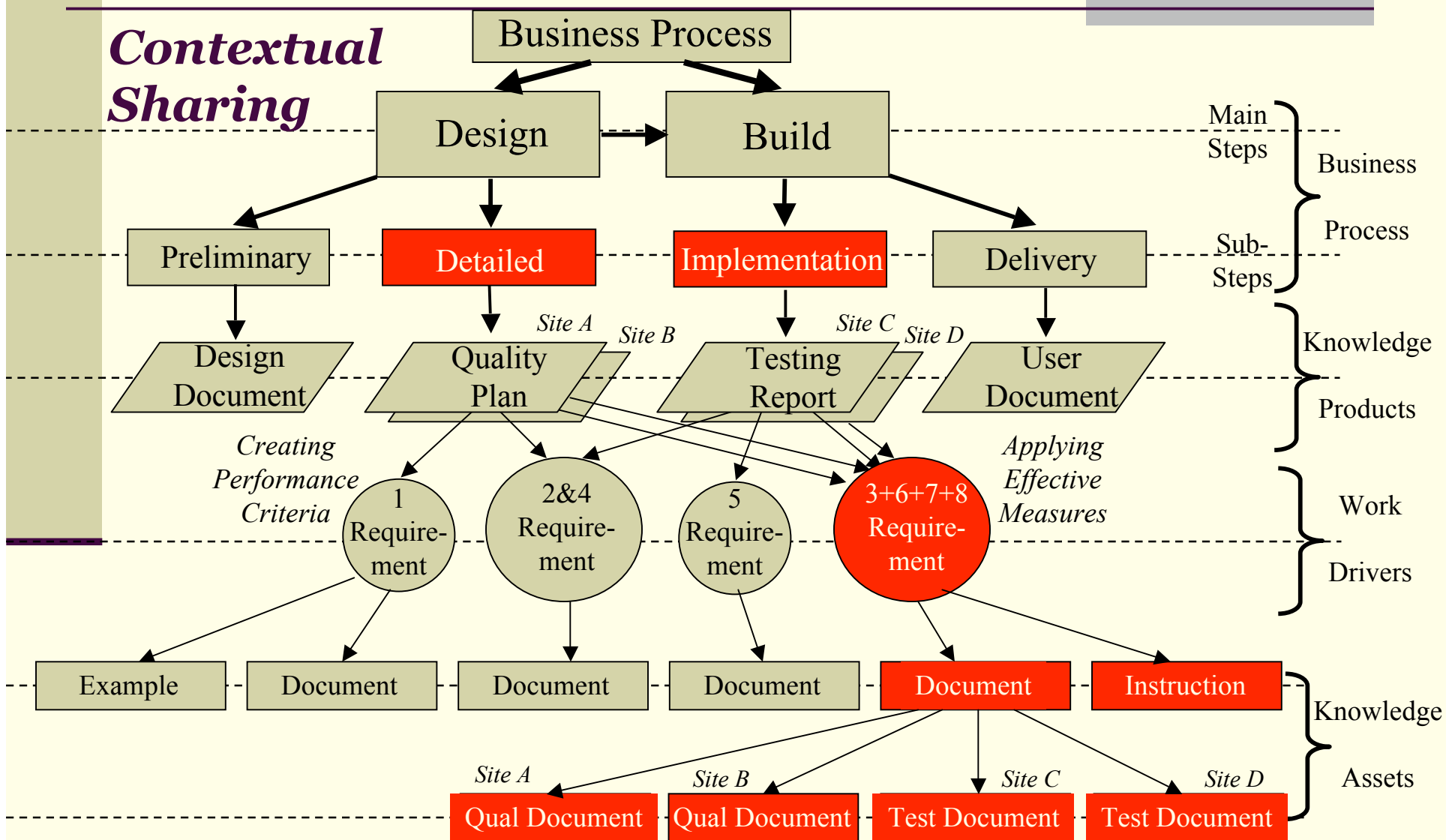
# Updating Knowledge Assets

## Simple Sharing



# Methodologies

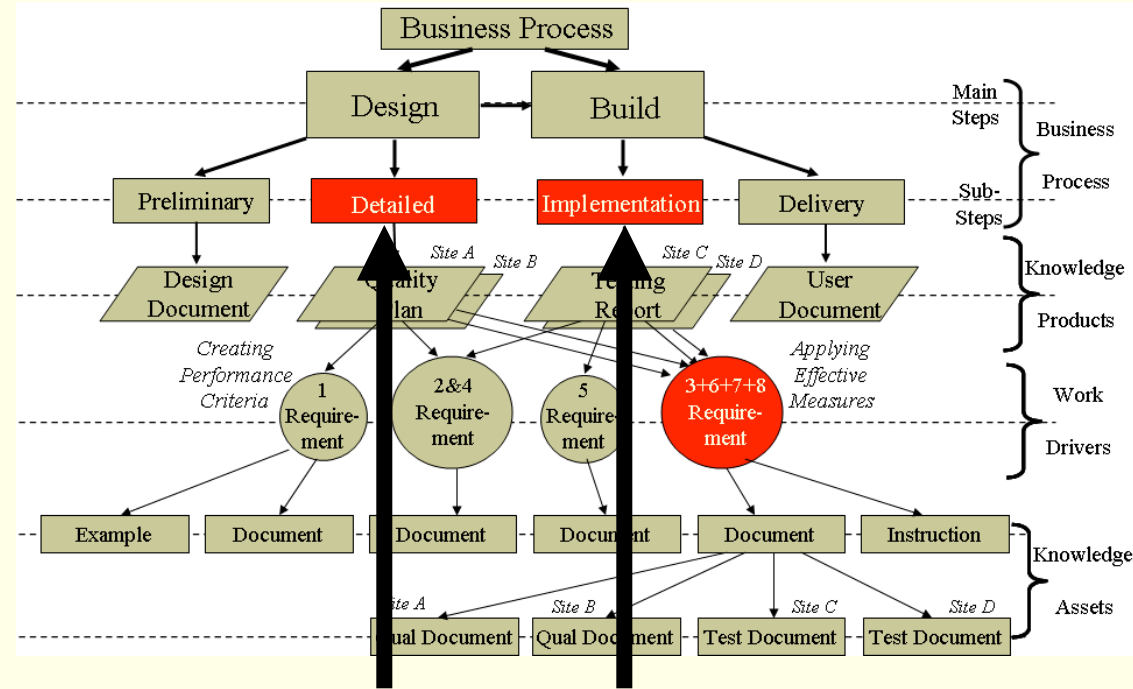
# Updating Knowledge Assets



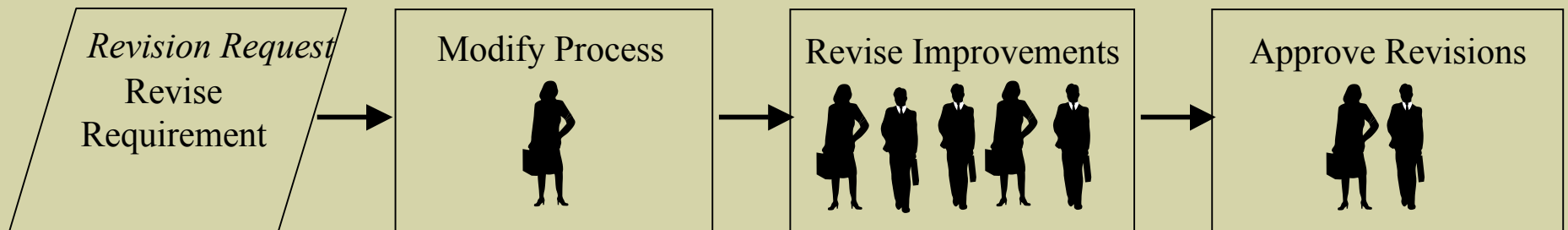
# Methodologies

# Updating Knowledge Assets

## Improving Our Process



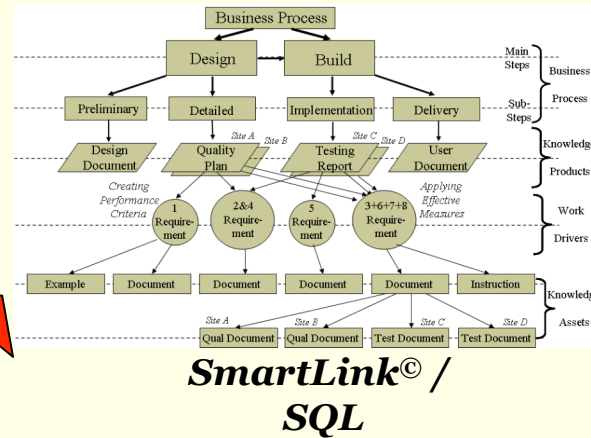
## Process Improvement Process



# Technologies

# Define System Concept

## Knowledge Base



**Content Creation and Update**

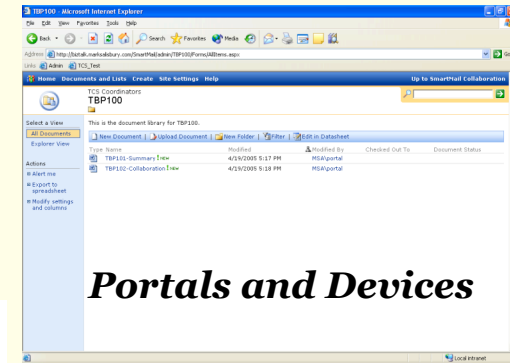
**Role-Based Content View**



**SmartMail<sup>®</sup> / SharePoint**

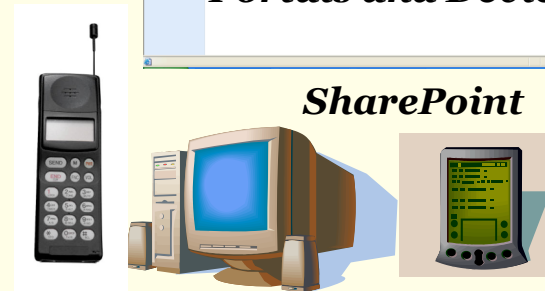


**External Requirements**



**Portals and Devices**

**SharePoint**



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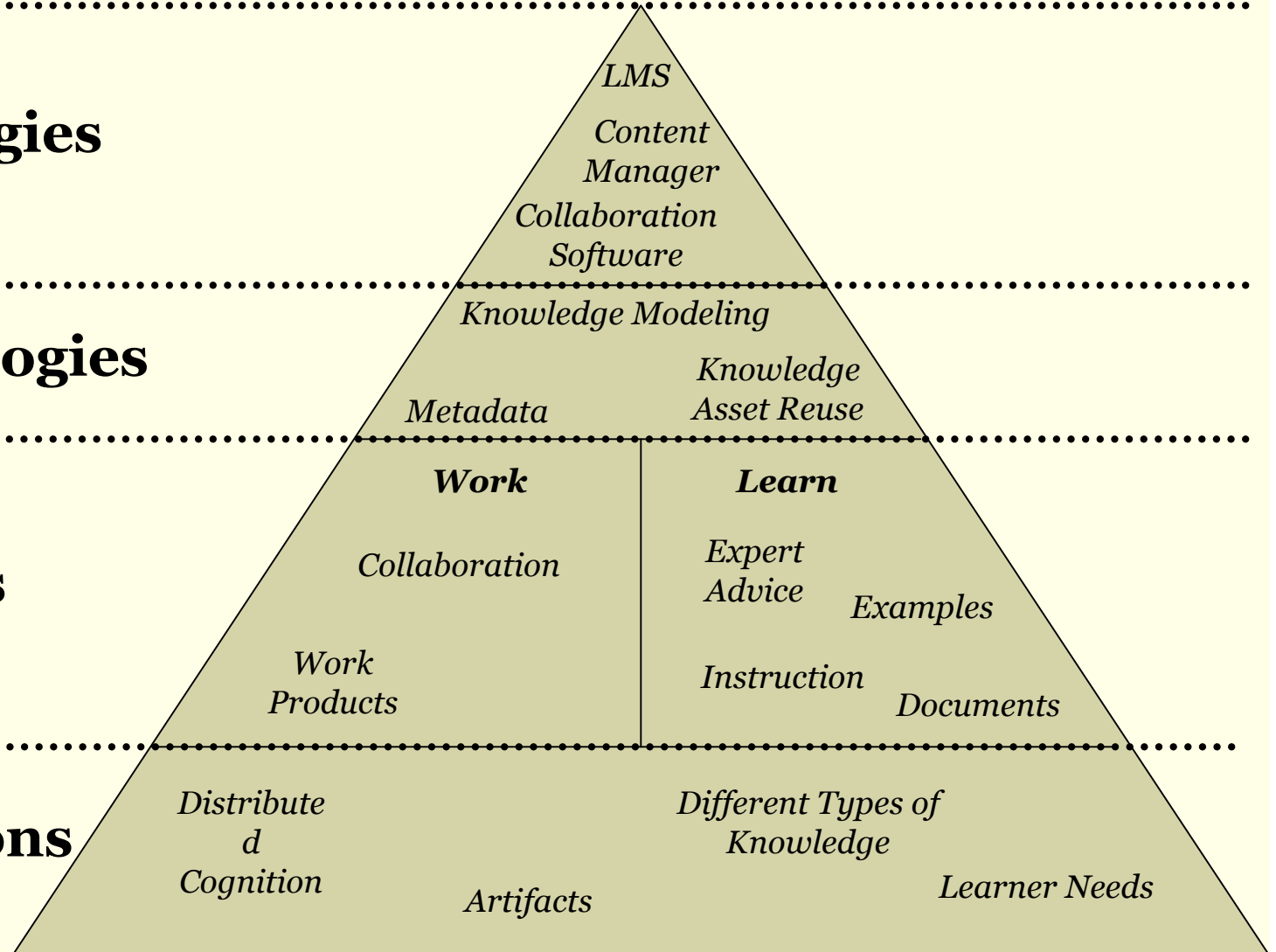
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