Microsoft

Biggest KM Challenges

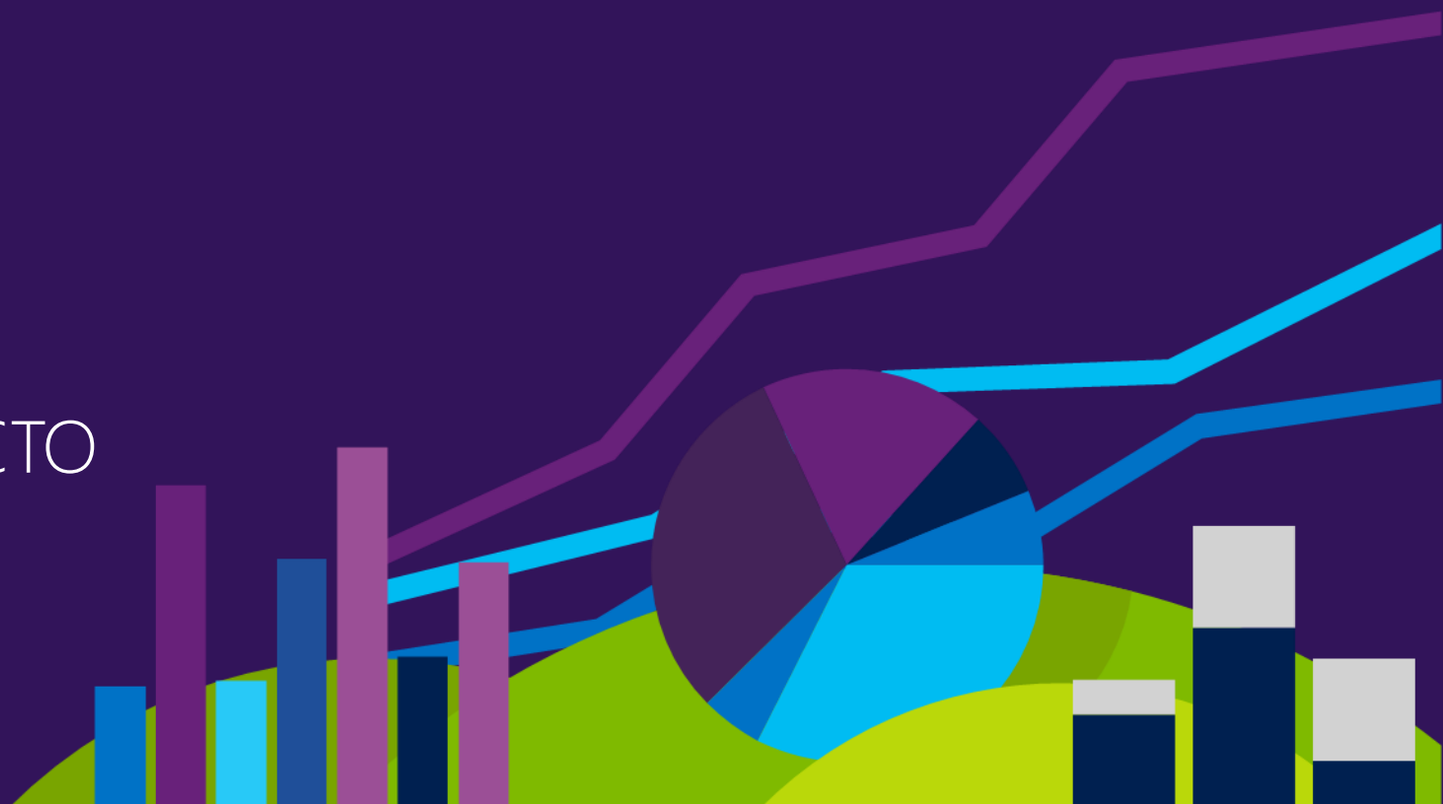
NASA

KNOWLEDGE 2020 APRIL 2015

Jean-Claude Monney

Global KM Lead
Microsoft Services - Office of the CTO

Houston, April 28th, 2015

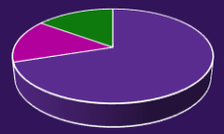


My KM Journey

1999

Sharing what we know…

to shape our future



People
Process
Technology

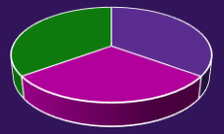
2007

Empower employees to deliver innovation

People
Process
Technology

2012

Knowledge is our Business



People
Process
Technology

2017

?

People
Process
Technology

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Microsoft Services @ a glance

- 75% of Fortune 1,000 Companies served
- 191 countries
- 46 languages

- 21,000+ Microsoft Services employees worldwide
- LARGEST Division within Microsoft

6,000+

Consultants & Architects

5,000+

Support Professionals

Mission

Lead and serve our customers and partners as they realize their full potential through Microsoft Devices and Services

Microsoft

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Why Is Knowledge Collaboration Strategic?

Drive **Innovation**

Increase **productivity, predictability** & **quality**

Readiness to cope with **faster release cycles**

Manage **knowledge retention**

At Microsoft Services, Knowledge is our Business, it is what we sell!

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Microsoft Services Knowledge Transfer Strategy

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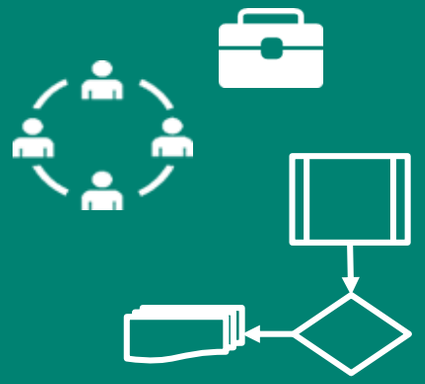
Microsoft Services KM Strategic Framework

Project Management

Value Proposition/Outcome



Infrastructure

Culture

Measurements

Technology

Strategy

Adoption Change Management

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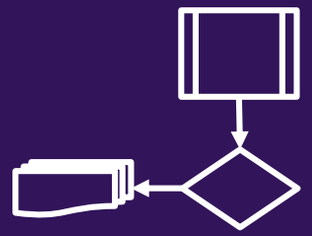
Re-Imagining Knowledge Collaboration - Work Streams

Microsoft Services Planning for 2017

WS1: Value Proposition

WS2: Infrastructure

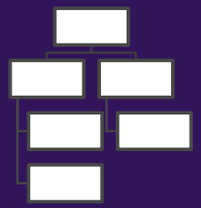
A: Processes



B: Communities

C: Readiness

D: Organization



WS3: Culture

WS4: Measures

WS5: Technology

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Microsoft KM Vision: **Instant**, **Relevant** Knowledge in **Context**

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Microsoft Services KM Goal: Maximize Our Collective Knowledge

100% of Microsoft Knowledge

100% of the Time

100% of the Customers

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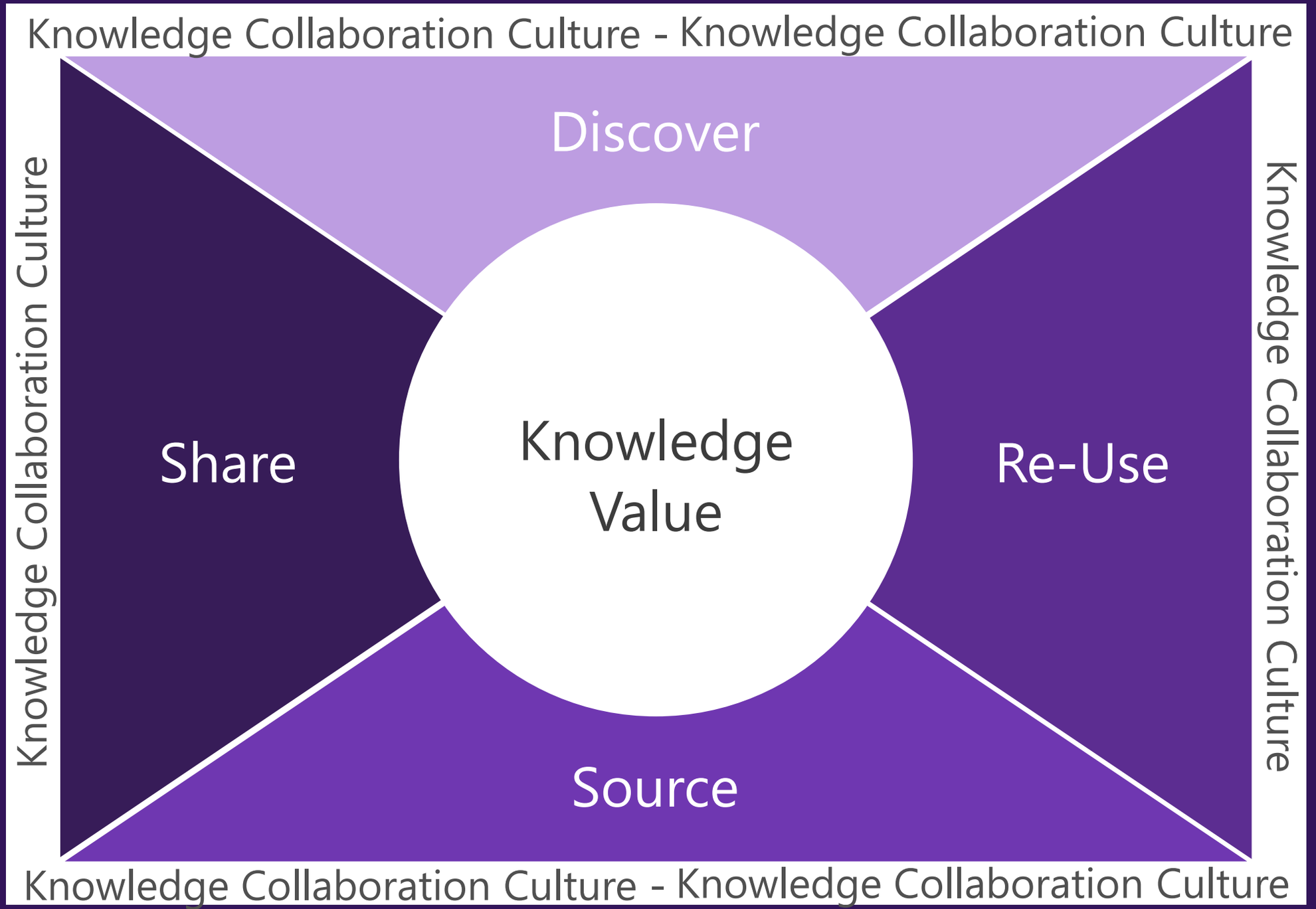
Biggest KM Challenges



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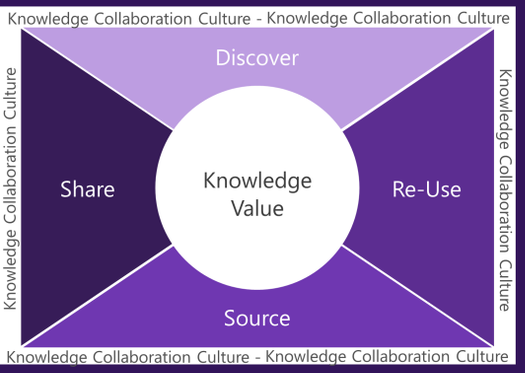
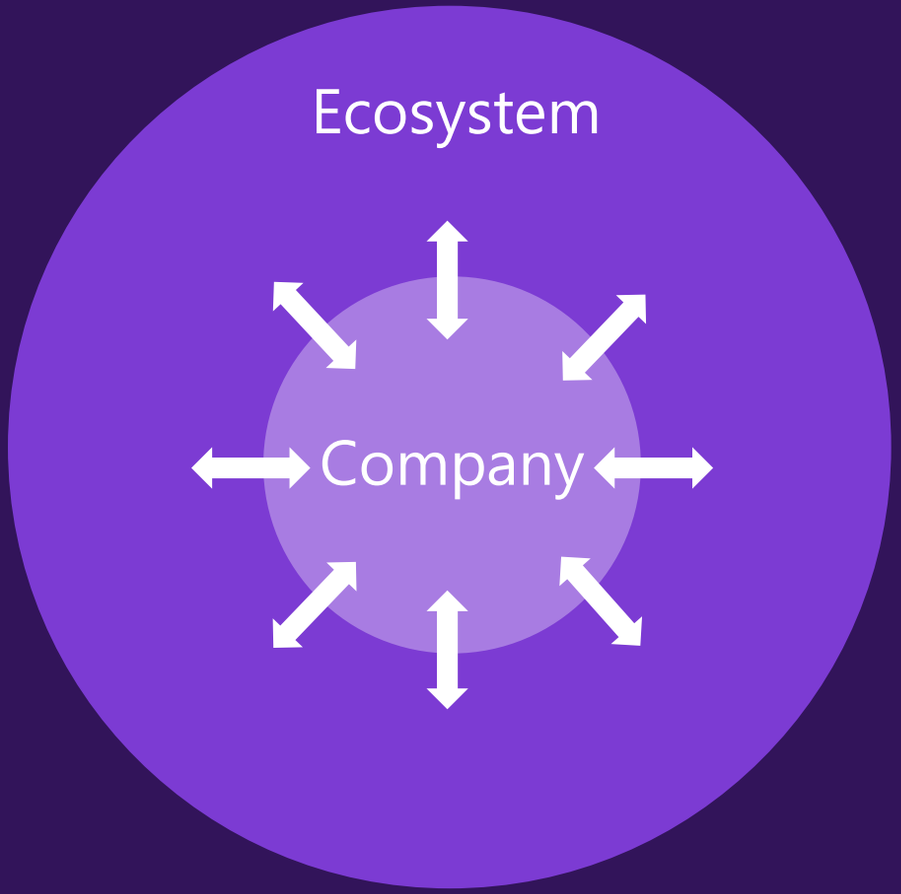
Biggest KM Challenges:

Source

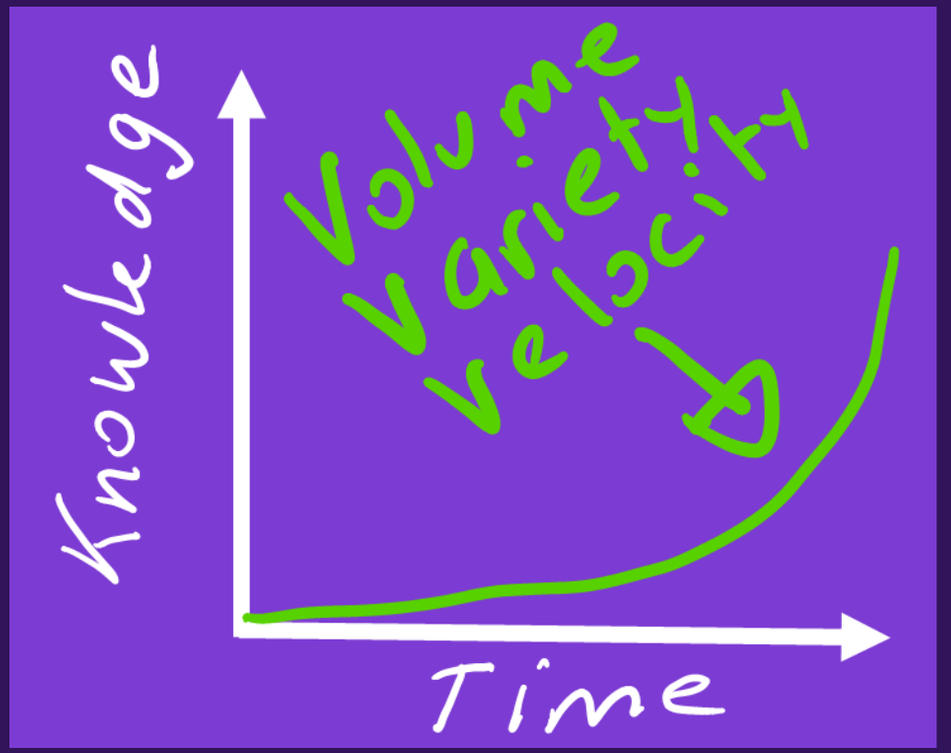




Personal Network

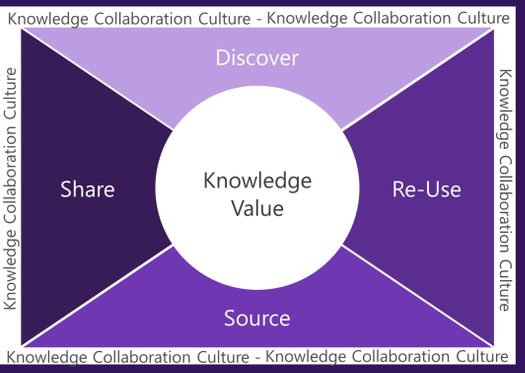
Social Network

Company Network



Biggest KM Challenges

Share



Culture

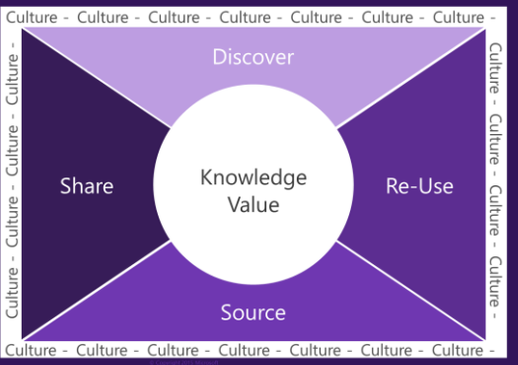
Need Not to Know

Responsibility to Share

Working Out Loud

Biggest KM Challenges

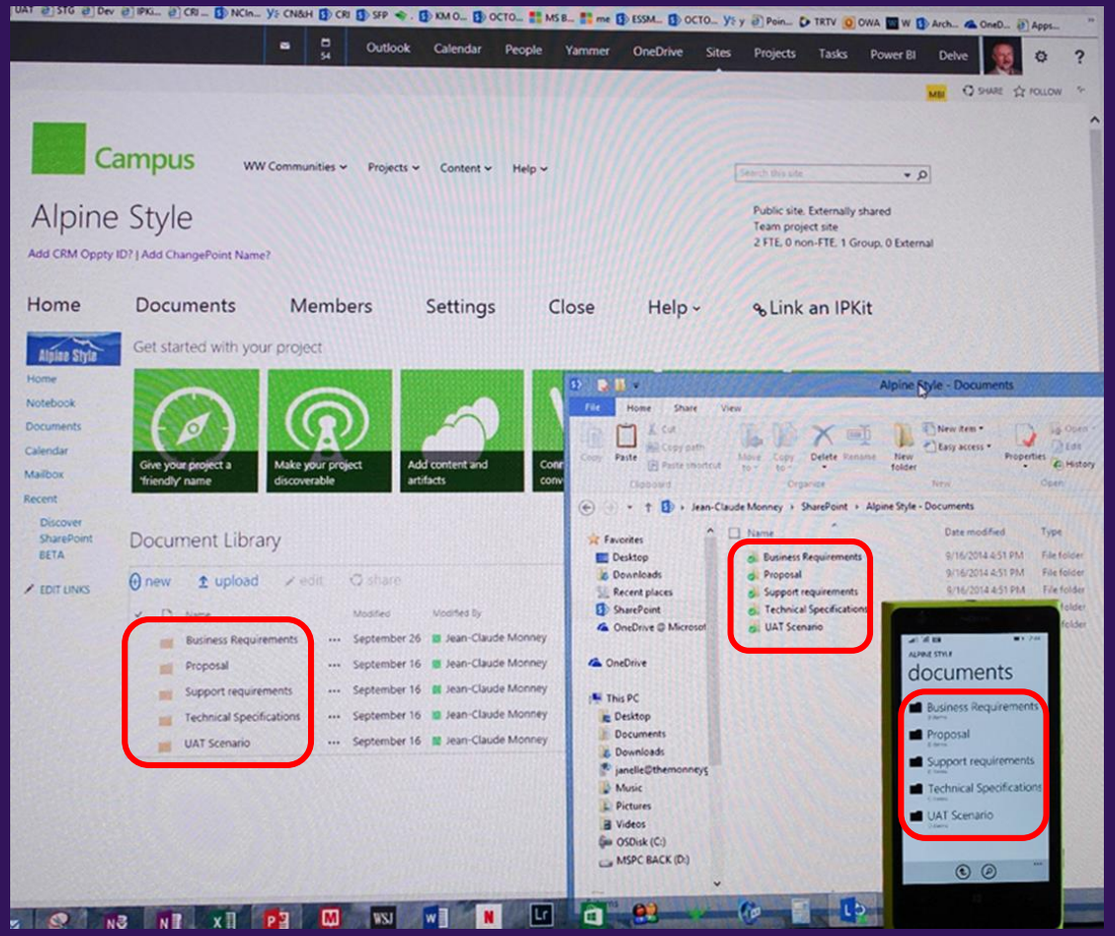
Share



Process & Technology

Ubiquitous

Integrated in the Work Style



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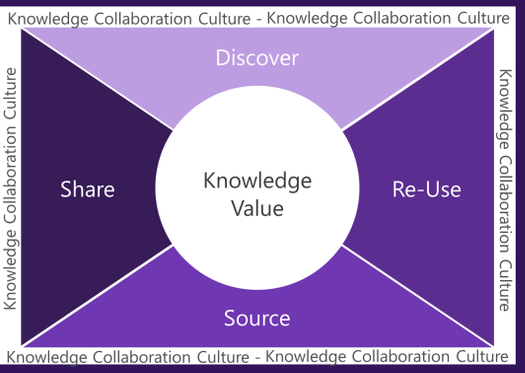
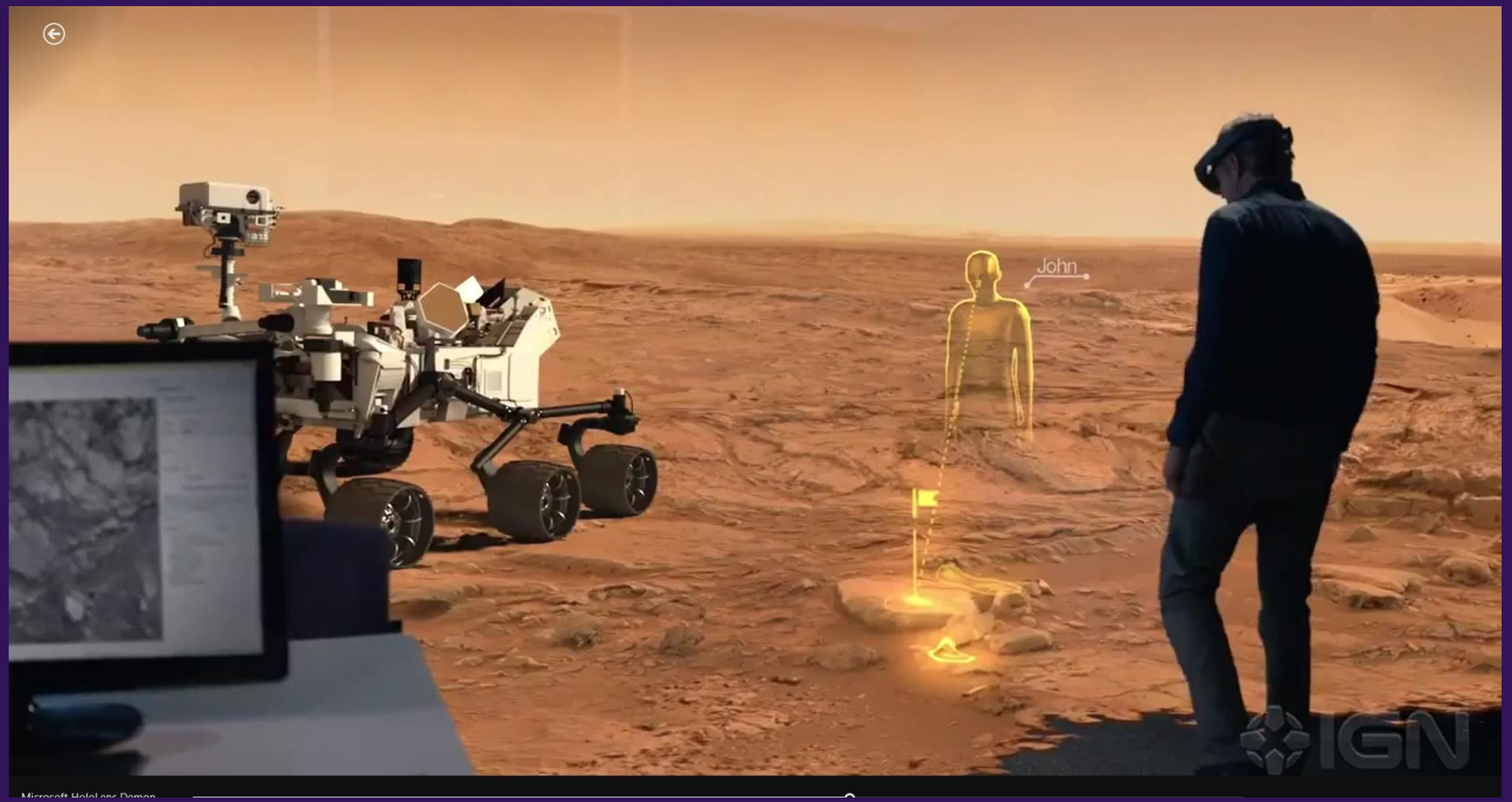
Biggest KM Challenges

Share





Click picture to play the video

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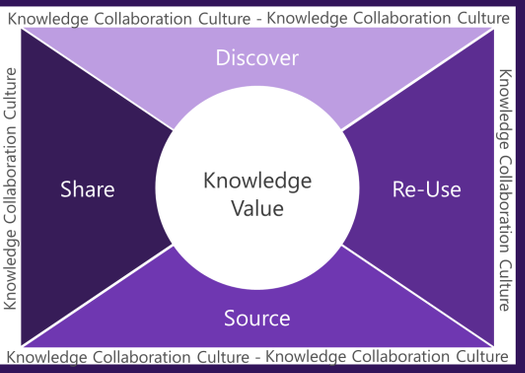
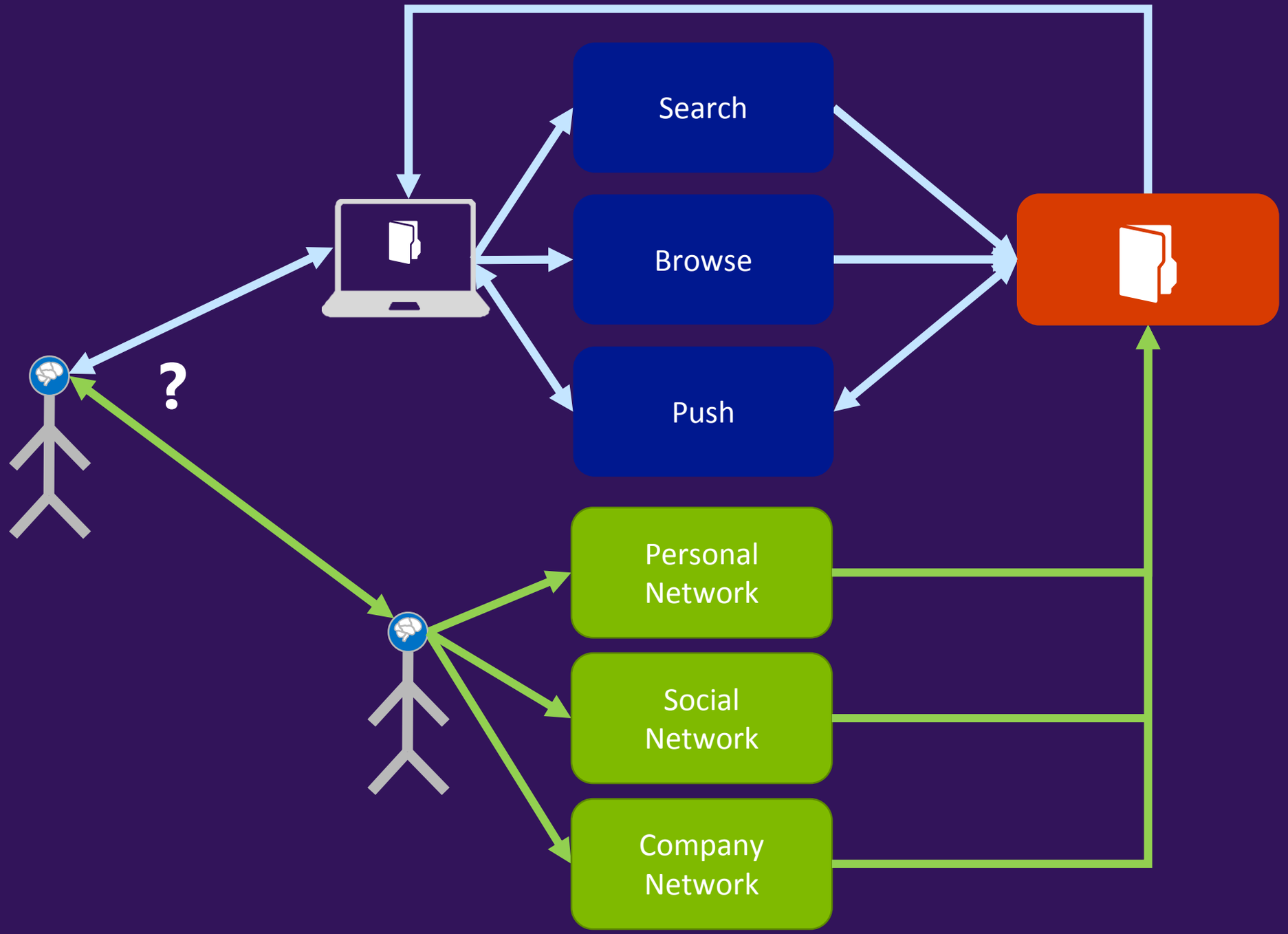
Biggest KM Challenges

Discover





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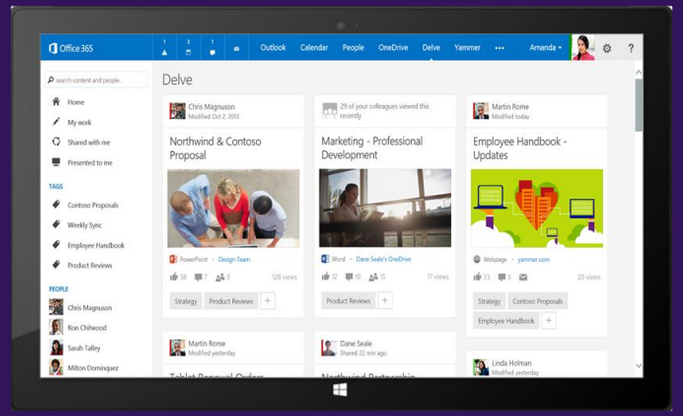
Delve – Search and Discovery Across O365 -- WOL --

Stay In the Know

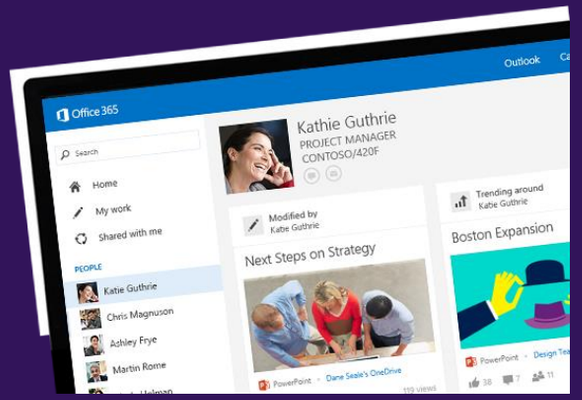


Discover new information tailored to you from your network

Find What you Need

Find just the right results from any source and take action

Discover New Connections



Connect with the right experts and learn more about their content.

Powered by Office Graph

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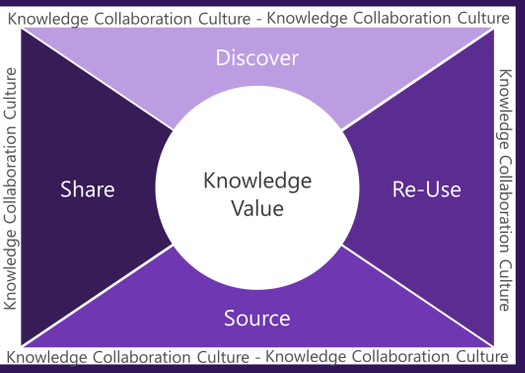
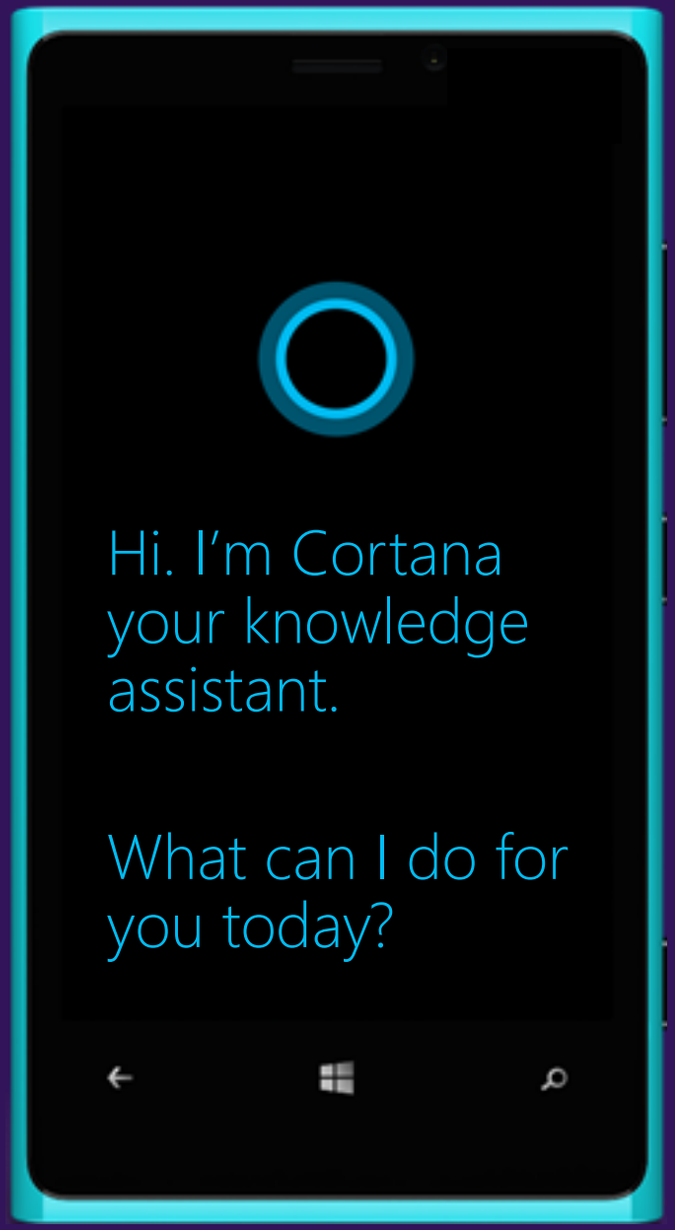
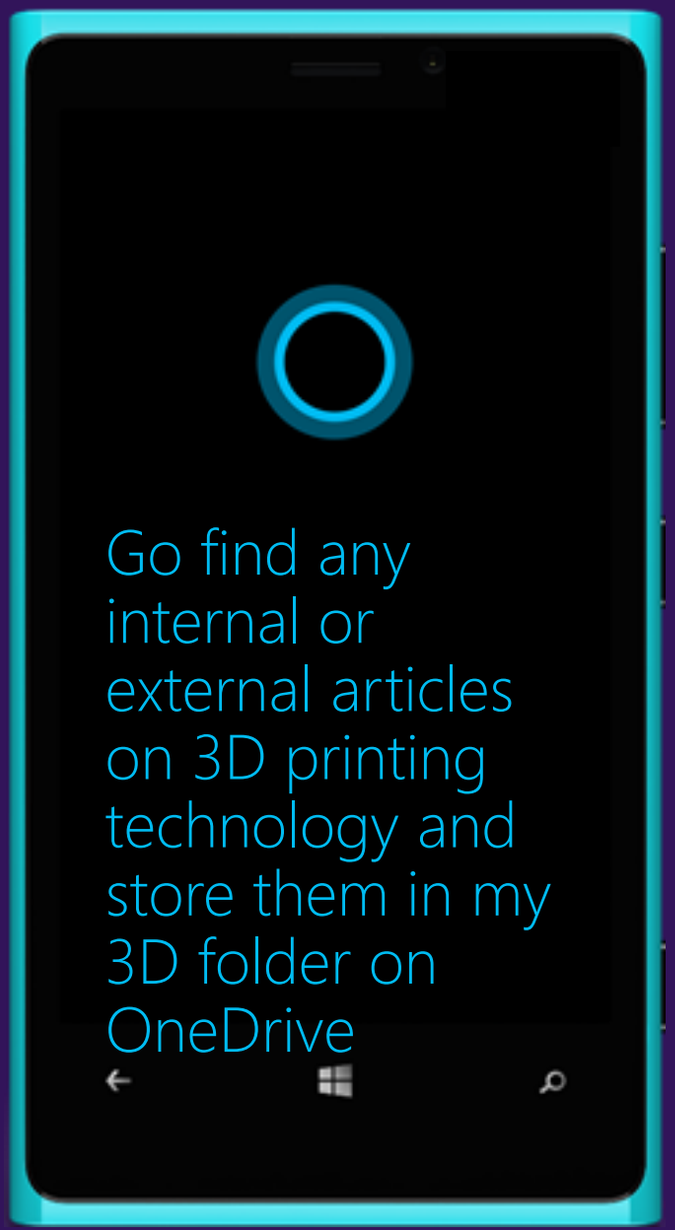
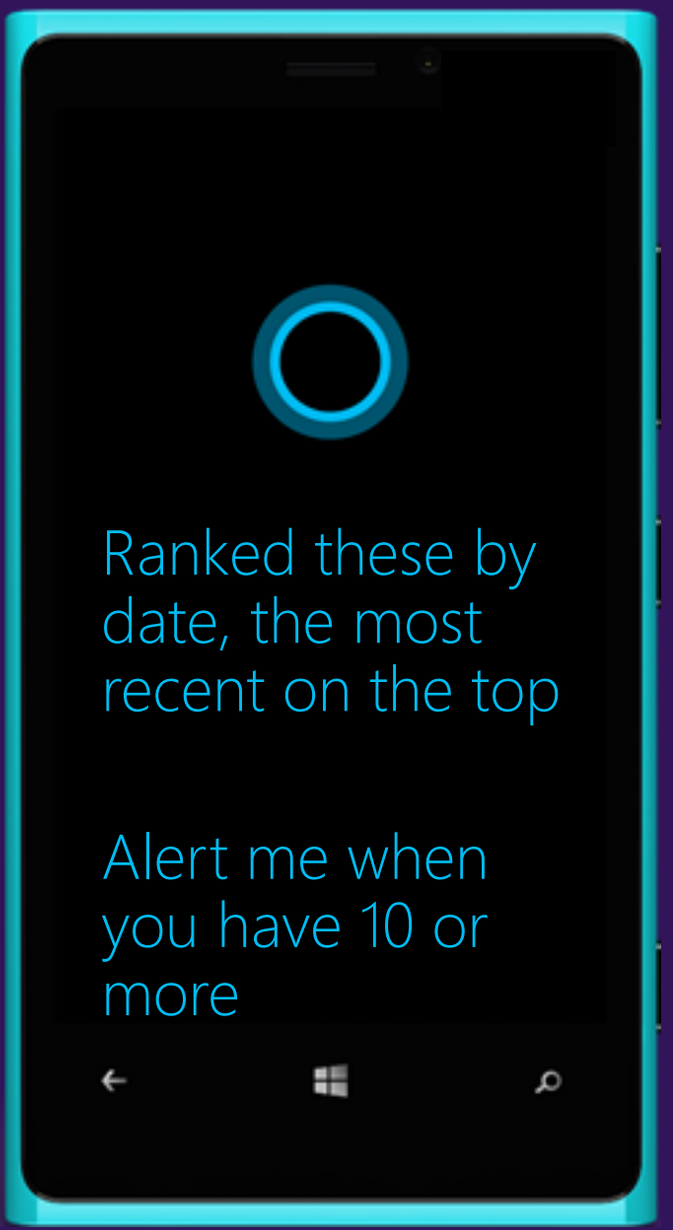
Biggest KM Challenges

Discover









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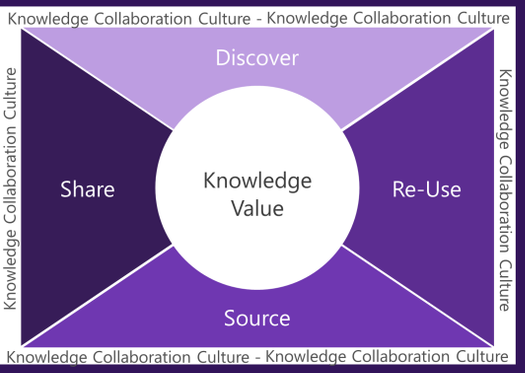
Biggest KM Challenges

Re-Use



Trust

People

Knowledge Objects

Re-Using Decision

=

Knowledge Relevancy x Trust

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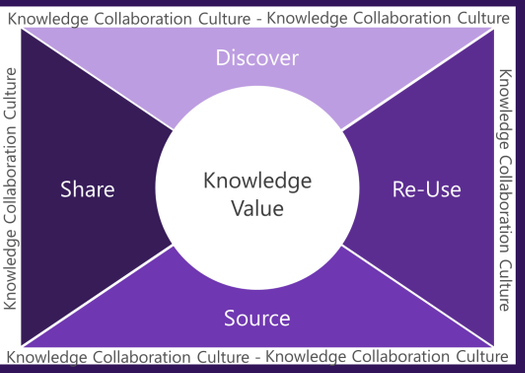
Biggest KM Challenges:

Knowledge Value



Knowledge Value

Defining

Re-use potential	High	Define knowledge value for all key business processes
	Low	
Knowledge	Small	Long
	Half-life period	

Drive **Innovation**

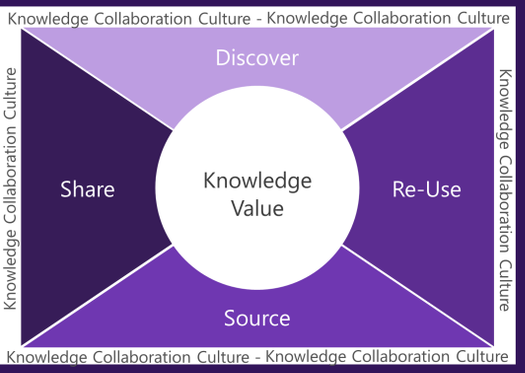
Increase **productivity, predictability** & **quality**

Readiness to cope with **faster release cycles**

Manage **knowledge retention**

Biggest KM Challenges.

Knowledge Value



Knowledge Value

Measuring

Measure	Method
Value	Survey
Adoption & Consumption	Telemetry
Activity	

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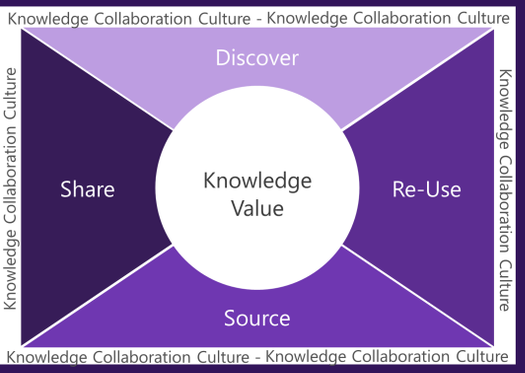
Biggest KM Challenges

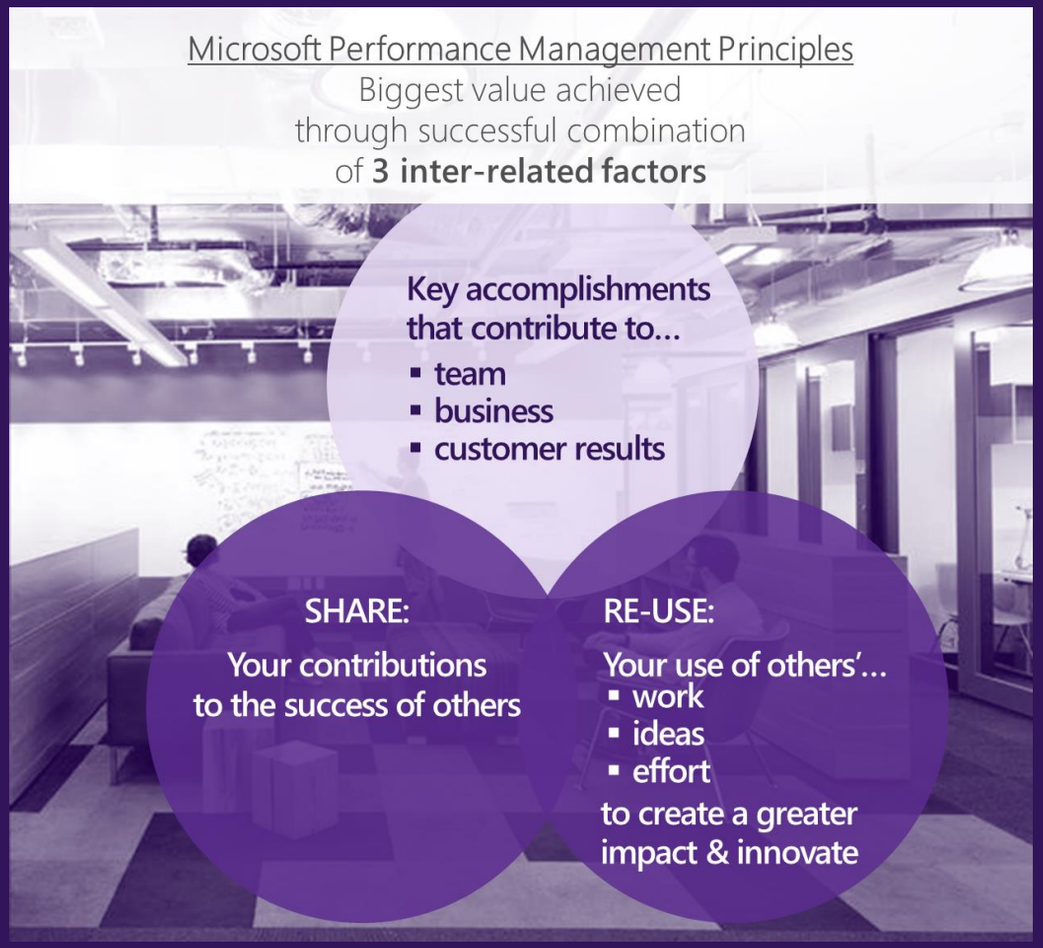
Knowledge Collaboration



Collaboration Behavior

Knowledge is power

Leadership



Knowledge Shared is Power Squared!

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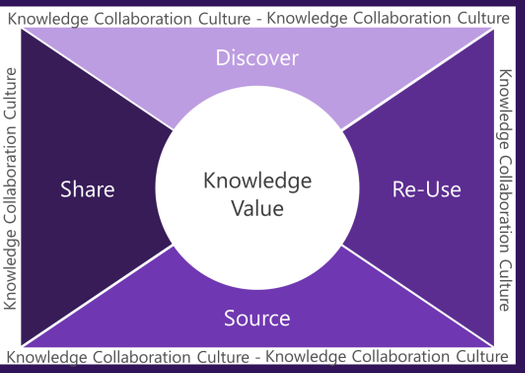
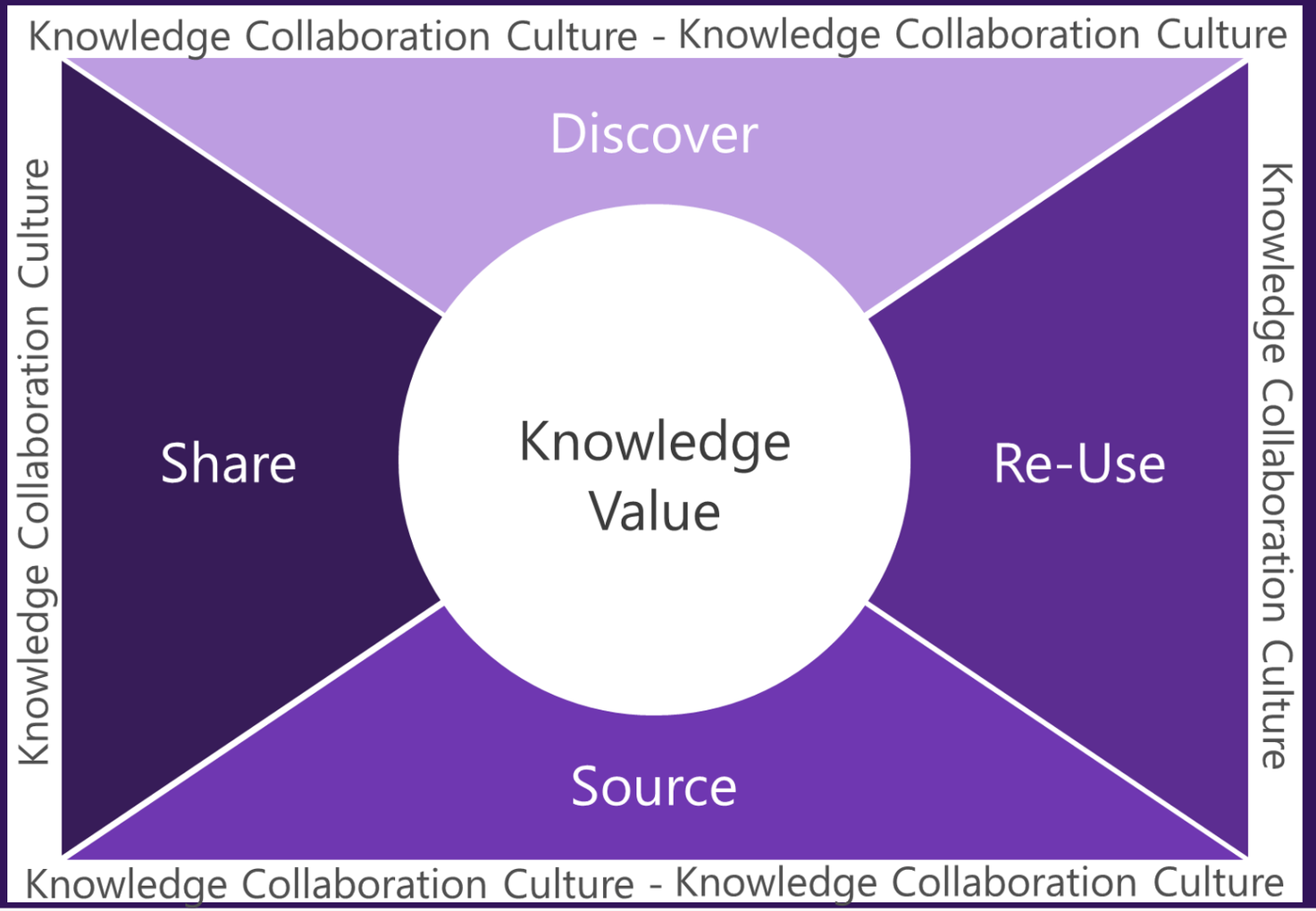
Biggest KM Challenges.





Common Practices

Operating Structures

Leadership Style and Company Values

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Microsoft

Knowledge Collaboration

as durable competitive advantage to drive productivity & innovation

jemonney@microsoft.com

See our knowledge collaboration platform show case here

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