KO vs KM Governance

Joseph Busch

March 24, 2017

Copyright 2017 Taxonomy Strategies LLC. All rights reserved.

KO vs. KM

Knowledge Organisation	Knowledge Management
Organise information in business	Manage information and other forms
applications using processes that	of knowledge as strategic resources
produce useful and accurate	and encourage sharing of
categories of information.	knowledge.
… is concerned primarily with	… is concerned primarily with
categorisation of assets for access	curation of assets for sharing and
and discovery.	application of knowledge.

$\mathrm{KO} \rightarrow \mathrm{KM}$

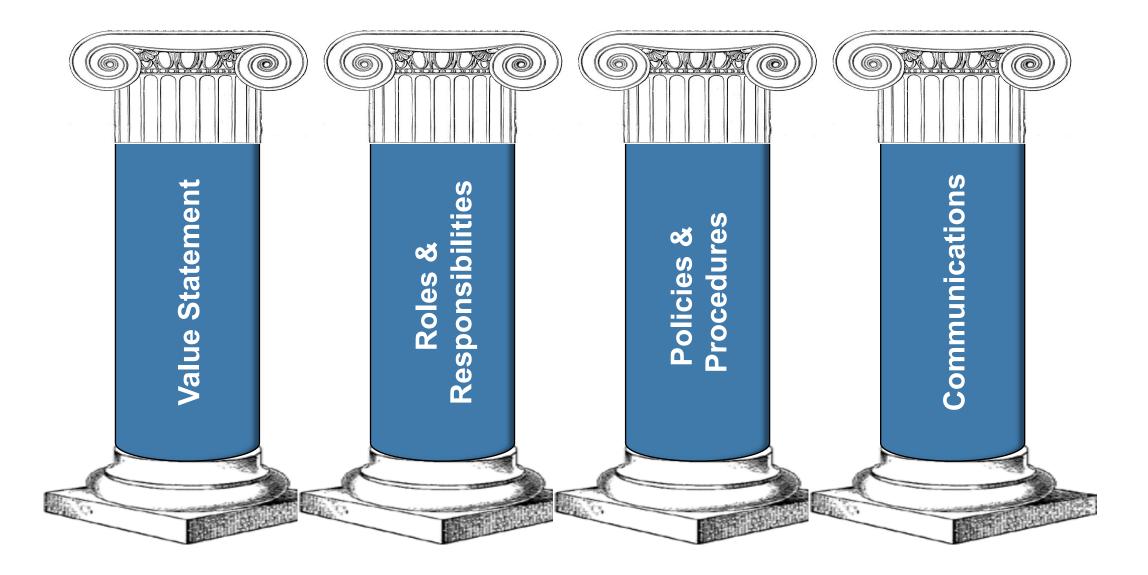
You can't have KM without first having KO, i.e., you've got to have stuff to share, and a means to describe and organise it, before you can share it.

But, KM provides new requirements for context and focus of KO – the two activities impact and inform each other.

*	Knowledge Organisation	Knowledge Management	
-	,		••••

Maturity

4 pillars of governance



KO Governance

Pillars	Objectives
Value Statement	 Improve search. Be responsive to target audiences. Provide capability to measure results. Mitigate risks. Facilitate complete and consistent content tagging. Enable taxonomy oversight, monitoring and improvement.
Roles & Responsibilities	 Decide what metadata fields should be required to tag content. Decide whether or not a controlled vocabulary is required for a metadata field, and what vocabulary should be used. Decide the source for a controlled vocabulary and how should it be validated.
Policies & Procedures	 Define the process to add, edit or delete metadata fields or controlled vocabulary terms. Define the editorial guidelines on how to form labels.
Communications	 Explain the process to request a change. Explain governance roles and responsibilities, including overall goals of the KO strategy, and decision-making process. Present the value of KO in a meaningful and concise manner.

KM Governance

Pillars	Objectives
Value Statement	 Promote and share key organisational learnings. Improve individual and organisational performance. Provide for measurement and accountability for results. Obtain competitive advantage. Mitigate risks. Promote innovation.
Roles & Responsibilities	 Decide the criteria for new KM applications and services. Decide the criteria for assets to include in KM applications and services. Decide the criteria to evaluate KM applications and services.
Policies & Procedures	 Define the process to add, evaluate and improve KM applications and services. Define the process to add, edit and delete assets from KM applications and services.
Communications	 Explain the process to build, evaluate and improve KM applications and services. Explain governance roles and responsibilities, including overall goals of the KM strategy, and decision-making process. Present the value of KM in a meaningful and concise manner.

Summary

- KO governance is focused on metadata fields and values, and how to obtain complete and consistent tagging of assets.
- KM governance is focused on curation of assets, and how to obtain organisational value from them so that the whole is greater than the sum of its parts.