

ISKO Singapore February 5 2021: Patrick Lambe on 'What is a Knowledge Audit and How Should We Scope One?'

Edited transcript of chat channel:

Matt Moore: audit (n.)

early 15c., "official examination of accounts," from Latin *auditus* "a hearing, a listening," past participle of *audire* "to hear" (from PIE root **au-* "to perceive"). Official examination of accounts originally was an oral procedure. Also formerly used in a sense "official audience, judicial hearing or examination"

Bill Proudfit: Audits may be perceived as a threat

Matt Moore: An audit as an accounting, the rendering of an account

Matt Moore: Bill -> The power to audit does imply a position of authority over someone

Matt Moore: No one likes being called to account

Paul Corney: '...an effort to understand where an organization stands in terms of knowledge management and its knowledge assets.'

Source: KS Toolkit

'...a formal determination and evaluation of how and where knowledge is used in business processes. The knowledge audit identifies implicit user needs, as well as explicit information stores.' Source: Gartner Group

Corney & Lambe Singapore Masterclass 2014

Matt Moore: There is a broader narrative around audits and assurance in the C20th.

Matt Moore: Assurance methods coevolve with management technologies (whether symbiotic, parasitic or predatory)

Rezwan Alam: It's all about power and authority. Audit comes from supply side. When demand side does it, it is called social audit.

Matt Moore: In financial audit land, there is a distinction between external and internal audit functions. Does this map across here?

Matt Moore: How does the knowledge audit function within the audit ecosystem of the organisation?

Rezwan Alam: Context is the king, Paul.

Paul Corney: @rezwan Yes

Rezwan Alam: Is it necessary to use the word 'audit'?

Bill Proudfit: I use to use 'review' instead of 'audit' because in the corporate world 'audit' means evaluation which produces a report of issues which need to be improved, fixed, etc.

Rezwan Alam: GAP Analysis, can it be an alternative term?

Rezwan Alam: You may read my opinion piece published last month in Bangladesh's premier English daily Star: <https://www.thedailystar.net/opinion/news/putting-knowledge-the-heart-our-development-strategy-2023505>

Rezwan Alam: Can audit capture 'implicit knowledge'? I doubt. How auditors can verify and authenticate evidence if information/evidence provided are false/concocted/motivated?

Matt Moore: Typically on a consulting engagement you conduct the interviews with senior people to identify what the acceptable outcomes of the consulting engagement will be.

Matt Moore: To what extent do these activities overlap with process improvement initiatives and data initiatives?

Matt Moore: To what extent have quantitative analytical methods become more fashionable in the last 3-5 years?

Matt Moore: Also "design thinking" methods have become fashionable as well.

Matt Moore: To what extent has "design thinking" blurred the lines between audit and solution design?

01:16:09 Paul Corney: Some of the steps in a knowledge audit:

1. define the budget
2. identify key stakeholders and how to engage
3. identify a diagnostic tool and framework
4. create an Inception Report or project initiation document
5. create a reporting framework

6. establish a Steering Group
7. build in measurements, risk management and benchmarking
8. agree outline of the final report

Paul Corney: Using narrative methods: Here's a piece on the use of a Narrative Grid:
<https://www.knowledgeetal.com/?p=71>