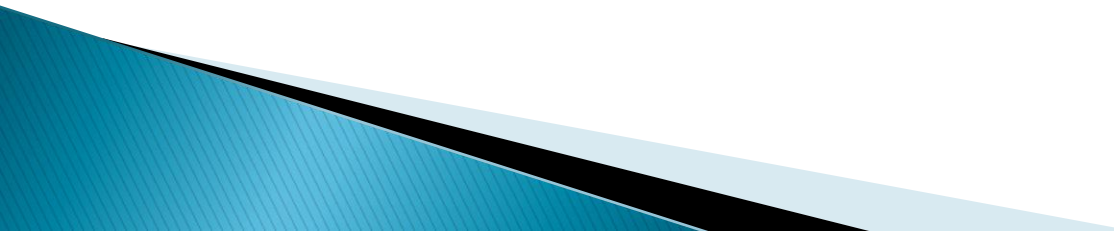


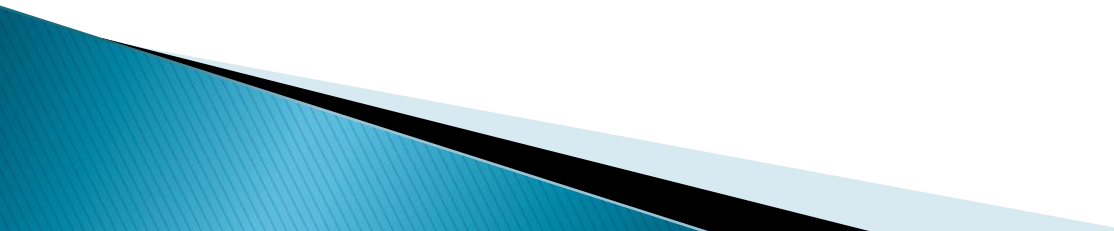
KNOWLEDGE MANAGER:THE CRITICAL SUCCESS FACTORS

Federica Marangio DILL
University of Parma
BOBCATSSS 2010

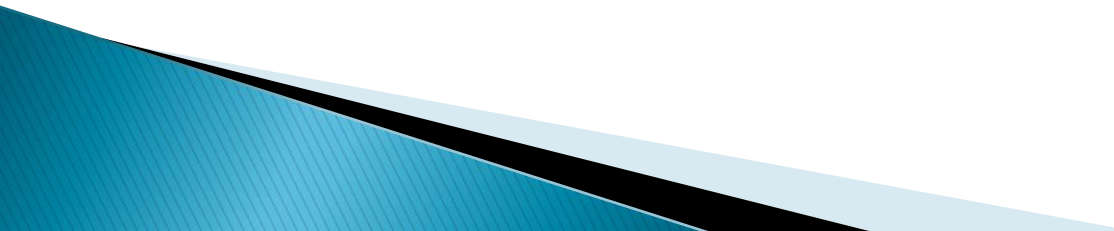
OUTLINE

- INTERNATIONAL MASTER IN DIGITAL LIBRARY LEARNING(DILL);
 - MY UNDERSTANDING OF EDUCATION;
 - THESIS RESULTS ON THE CRITICAL SUCCESS FACTORS OF THE KNOWLEDGE MANAGER
- 

DILL'S LEARNING OBJECTIVES

- ▶ To gain knowledge of the digital librarianship studying both the cutting edge of the digital library research and the real world applications and best practices;
 - ▶ To understand the impact of the digital environments on the role of information professional in the knowledge society.
- 

MY EXPECTATIONS FROM DILL

- ▶ To gain knowledge;
 - ▶ To develop value and virtues;
 - ▶ To equip you with all that is needed to make your dreams come true;
 - ▶ To build the confidence to take decisions;
 - ▶ To accept failures and successes;
 - ▶ To enrich the professional careers;
 - ▶ To provide you with the tools to work with;
 - ▶ To face life...
- 

INTERNSHIP IN SINGAPORE



The most important feature of its progress is its performance as a knowledge-based economy.

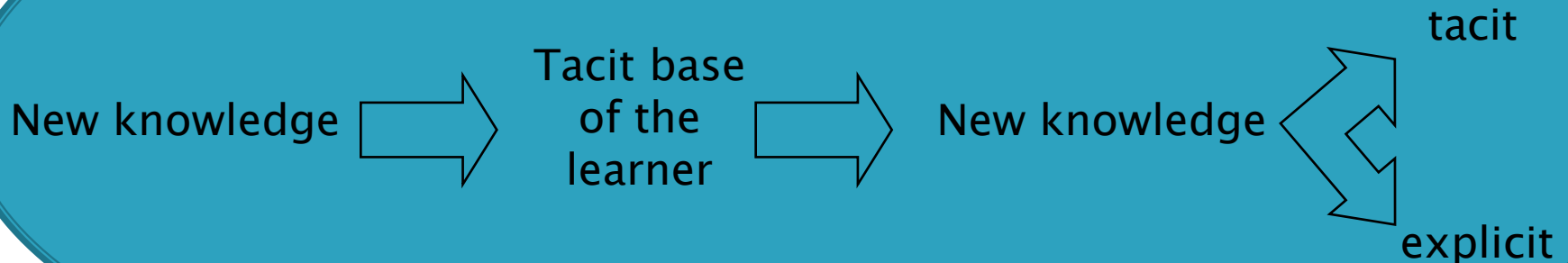
KNOWLEDGE?

KNOWLEDGE MANAGEMENT?

EXPLICIT and TACIT knowledge...

In most organizations 20% of the knowledge for a successful operation is EXPLICIT and the 80% TACIT

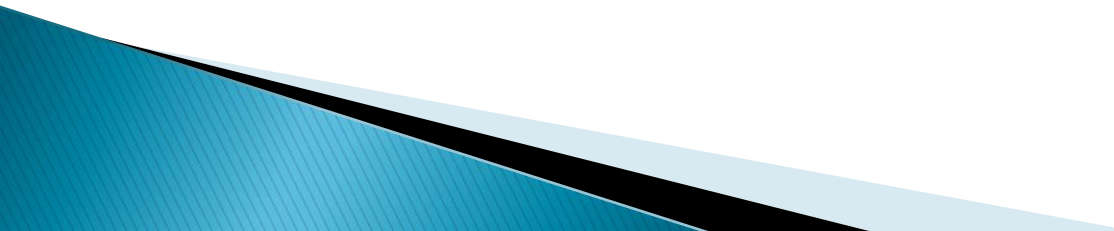
Knowledge Management



Knowledge Management (KM)

“Connecting people to the best practices, knowledge and expertise they need to create value” (APQC)

KM focuses on Improving business operations.
The promise of KM: CHANGE THE WAY
BUSINESS IS PERFORMED INTERNALLY TO
IMPROVE PRODUCTIVITY, REDUCE WASTE,
INCREASE EFFECTIVENESS.



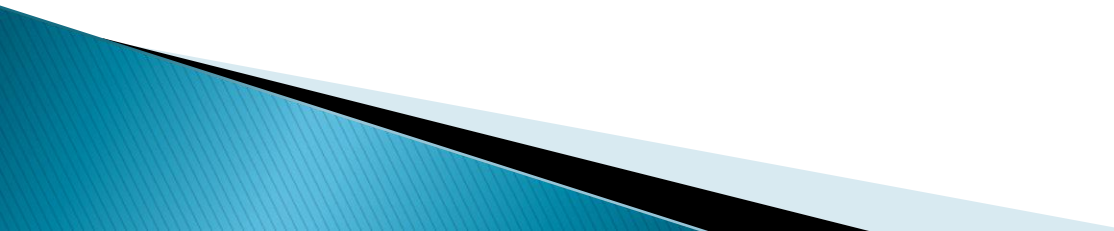
KM focuses on...

Different resources such as:

Employees skills and knowledge, the complete spectrum of information based resources, communication infrastructure...

...with the work processes, culture and employee behaviour of the firm.

KM and Change Management, Process Analysis, Business Operation Improvement...

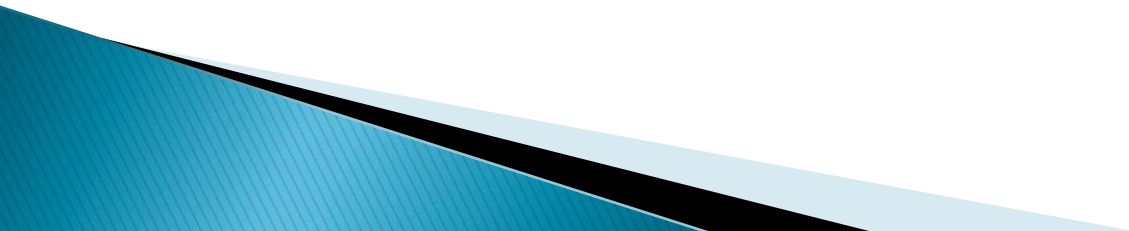


Italian context: Knowledge Manager gap

Research Questions:

How to position the New Professional (KM)?

What are the critical success factors of a
Knowledge Manager?



METHODOLOGY

Qualitative approach: Descriptive survey with a set of:

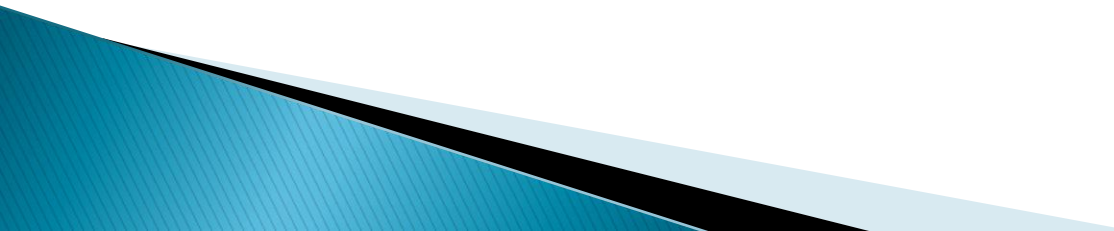
1 pilot interview; 3 interviews; 6 questionnaires.

... Interview Key informants:

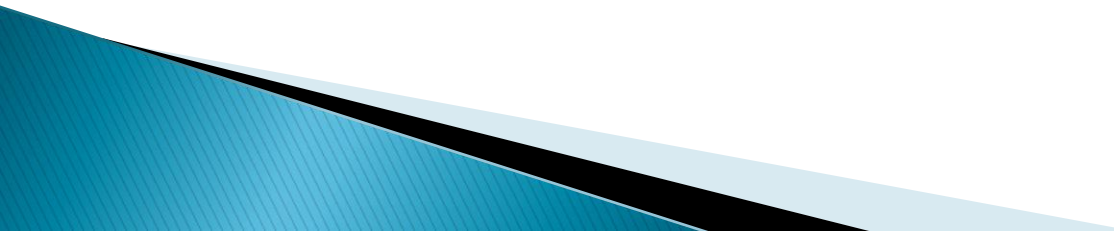
- ▶ Head of Division of Information Studies in Singapore;
- ▶ 1 Knowledge Manager (CSC), Singapore, plus 1 from Sweden;

METHODOLOGY

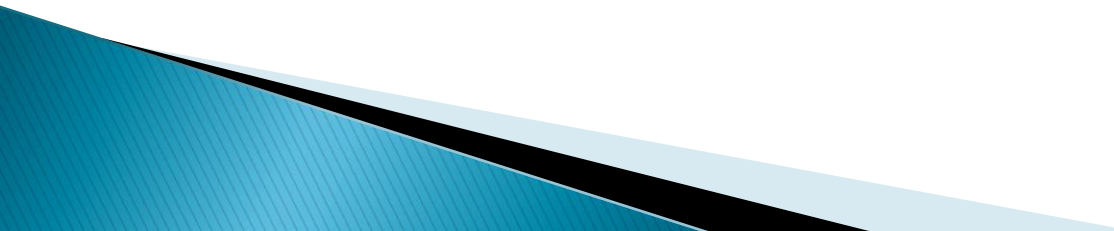
Questionnaires:

- ▶ Knowledge Management section of IFLA;
 - ▶ A senior lecturer at University of Adelaide, Australia;
 - ▶ Set up by 4 questions;
 - ▶ Sent by email between the 11th and the 16th of June with a covering letter;
- 

CRITICAL SUCCESS FACTORS:

- ▶ Create Learning Organizations;
 - ▶ Facilitate Knowledge Sharing;
 - ▶ Make Explicit Knowledge.
- 

Attitudes:

- ▶ Flexibility;
 - ▶ Problem solving;
 - ▶ Leadership.
- 

TRANSVERSAL SKILLS:

- ▶ COMMUNICATION ;
- ▶ TEAM WORK.

IT COMPETENCIES?

- ▶ Secondary and supportive to the soft skills;
- ▶ The platform left alone varies unacceptably and fails;

CHALLENGE

- ▶ Cutting through the theorizing and aiming at the greatest levels of best practice;
 - ▶ Position the Profession of the Knowledge Manager.
- 