

Liebe Mitglieder, Freunde und Interessierte

Hier ist Eure persönliche Kopie des 3. SKMF Newsletters 2009. Wir haben viele Themen aus dem Bereich Wissensmanagement für Euch zusammengetragen. Wie immer bitten wir Euch, den Newsletter an Kollegen und Interessierte weiterzureichen. Eure Kommentare und Anregungen sind herzlich willkommen.

Mit den besten Grüßen
Gil Regev
SKMF-Vorstandsmitglied

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EDITORIAL

Knowledge Management May Be Coming Out of the Wilderness

Conceptual frameworks often suffer from the hype syndrome as much as new technologies do. Knowledge Management has been suffering the aftermath of its hype phase for the last 10 years or so. After wandering in the wilderness for so long, is KM finally ready to be accepted in the corporation again? There are indications that it just might.

Many organizations are implementing good practices frameworks in a KM style learning loop including lessons learned, definition of good practices and knowledge dissemination. The IT Infrastructure Library (ITIL) is one such collection of good practices, geared toward IT Service Management (ITSM). ITIL encourages organizations to implement standard processes that help them to manage their IT more efficiently. These processes are dependent on knowledge of both the business and the IT, hence the need for KM. Take for instance the recommended practice of providing IT users with a place that manages their incidents and requests for help, the Service Desk. To efficiently help their users, Service Desk agents must be able to understand the user's request, the user's needs and the user's IT configuration. It is easy to see that Service Desk agents need to rely on KM processes and tools. ITIL Version 2 recommended the use of a Configuration Management DataBase (CMDB). In ITIL Version 3, launched in 2007, this has been extended to a Configuration Management System (CMS), of which the CMDB is only one component. The CMS is itself part of a much larger system, called the Service Knowledge Management System (SKMS, a nice source of confusion with the SKMF...). The SKMS is managed by the Knowledge Management process defined by ITIL. It can be said that ITIL was born through KM practices and prescribes the use of KM.

In-line with its mission of providing good practices, ITIL defines KM in general terms, leaving aside the necessary adaptation to a specific organization. Hence as organizations improve their IT practices, they will need more KM expertise. KM may therefore be coming out of the wilderness and into the corporation.

In this issue of the SKMF newsletter, you will find an announcement of the upcoming SKMF fall event that will bring together KM and ITIL V3 as well as a summary of the recent SKMF round table in Lausanne that addressed the issue of the knowledge needed by Service Desk agents. KM is also becoming an enabler in intra and inter organization networks, see the articles in this issue about Savoir, the Knowledge Management glossary and Ticino Transfer.

Gil Regev, SKMF Board-Member

VERANSTALTUNGEN

SKMF-Herbstevent zusammen mit SwissICT ITIL V3 und Knowledge Management

29. Oktober 2009 in Zürich

Wann: 14:00 bis 17:00 Uhr

Wo: Hotel Holiday Inn Zürich Messe

Die IT Infrastructure Library (ITIL) ist eine Sammlung von Good Practices der Umsetzung des IT Service-Managements entlang dessen Lebenszyklen. Es hat sich inzwischen international als De-facto-Standard durchgesetzt.

Von Revision zu Revision wurde ITIL verbessert um noch bestehende Lücken zu schliessen. ITIL V3 definiert nun das Knowledge Management als einen einzigen zentralen Prozess, der dafür verantwortlich ist, Wissen für alle IT-Service-Management-Prozesse zur Verfügung zu stellen.

Diese Tatsache unterstreicht die wachsende Bedeutung des Knowledge Managements in verschiedensten Disziplinen und Branchen. SKMF hat deswegen bereits im Herbst einen Roundtable zu diesem Thema durchgeführt.

Im kommenden **SKMF Herbstevent am 29. Oktober 2009** in Zürich wird KM und ITIL im Fokus stehen. Wir werden klassische KM Ansätze und Lösungen in diesem Kontext beleuchten und Varianten für die KM Systemumsetzung im IT Service Management diskutieren.

Mehr Informationen:

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**Programm, Flyer und
Anmeldung unter**

[skmf.net/activities/skmf-
events/autumn-2009/](http://skmf.net/activities/skmf-events/autumn-2009/)

KnowTech 2009: 11. Kongress zum IT-gestützten Wissensmanagement in Unternehmen und Organisationen,

06.-07. Oktober 2009 in Bad Homburg, Deutschland

Seit 10 Jahren informieren sich Führungspersonlichkeiten auf dem jährlich stattfindenden Wissenskongress KnowTech über Erfahrungen im Wissensmanagement, tauschen sich mit Gleichgesinnten aus und nehmen Anregungen für eigene erfolgreiche Strategien und Vorhaben auf. Dieses Jahr findet der Kongress in Bad Homburg zwischen dem 6. und 7. Oktober statt.

KnowTech is the leading knowledge management congress in Germany. For the last 10 years managers interested in KM share their experiences and gather new ideas. This year KnowTech takes place on October 6 and 7.

KnowTech
6.-7. Oktober | Bad Homburg

Mehr Informationen:

Knowtech.net

**VIP-Codes für
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KOOPERATIONEN

Engere Zusammenarbeit mit Savoir

Savoir ist das Wissensmanagement Netzwerk in der Bundesverwaltung. SKMF hat zusammen mit Savoir im Herbst 2007 ein Symposium zum Thema Wissenstransfer organisiert.

Nun wird die Zusammenarbeit weiter intensiviert. Es ist geplant das gesammelte Know-How zu bündeln und allen Mitgliedern zur Verfügung zu stellen. Angeboten werden verschiedenste Methoden und Case Studies zu verschiedenen KM-Themen mit dem Schwerpunkt Wissenserhalt und Wissenstransfer.

Mehr dazu am SKMF Herbstevent am 29. Oktober in Zürich.

Symposium

[skmf.net/resources/event-
docu/autumn-2007](http://skmf.net/resources/event-docu/autumn-2007)

**Knowledge brokers, social capital and open innovation
SKMF in Ticino: Partnership with Ticinotransfer**

When you think about the function of brokers, you automatically tend to refer to the finance sector and more specifically to stock trading. From a wider perspective, brokers aim at connecting agents operating within a system on behalf of a principal. Besides their technical skills, brokers have relational knowledge acquired through the many operations they execute over time. This knowledge is crucial to the tailored solutions they provide for their customers' specific needs. The present economic environment characterized by a high degree of change complexity and uncertainty implies that organizations fostering innovation develop reliable ways of accessing knowledge they need when they need it, hence the need for knowledge brokers.

The SKMF has recently extended its activities in the Southern part of Switzerland and has established a partnership with Ticinotransfer to promote knowledge management activities and events. Ticinotransfer is the Knowledge and Technology Transfer (KTT) office in charge of Southern Switzerland. It was established with other KTT consortia in 2005 through a KTT initiative promoted by the Confederation's innovation promotion agency (CTI). It offers Swiss SMEs quick and easy access to regionally and thematically grouped areas of university expertise. Hence, KTTs function as knowledge brokers for SMEs with highly specialized needs and universities that need access to industry.

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More Informations

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Ticino Transfer
www.ticinotransfer.ch

Information about SKMF-Ticinotransfer activities in Ticino will be periodically published on the SKMF website
www.skmf.net

KTT Consortiums
www.bbt.admin.ch/kti/dienstleistungen/00254/00255/index.html?lang=en

More on this subject at the following address
skmf.net/resources/artikel/

MIXED CORNER**Summary: 10th SKMF Round Table in Lausanne, September 17 2009**

Alain Mageux, senior consultant at Itecor described a recurrent problem with service desks, their frequent inability to provide rapid solutions to users. The participants were grouped in four tables. Each table worked on a solution to this problem independently of the other tables. The synthesis at the end of the event showed the need for service desks agents to quickly identify whether the user needs a quick fix or a longer term solution. If a quick workaround is needed and is available, it should be provided immediately. If a longer term solution is required, it usually involves more elaborate investigation. A properly structured database can help the Service Desk agent with this investigation and hopefully lead to a quicker resolution of the incident.

D-A-CH Wissensmanagement Glossar - ein Community-übergreifendes Wissensmanagement-Grundverständnis entsteht

Ein Beitrag von Dr. Manfred Bornemann, Simon Dückert , Dr.-Ing. Josef Hofer-Alfeis , Dr. Pavel Kraus, und Dr. Claudia Thurner

Knowledge Management hatte bisher keinen allgemein gleich verstandenen Begriffs- und Definitionsunterbau. Gerade in wirtschaftlich schwierigen Zeiten muss WM als Disziplin für seine eigene Klarheit und Stringenz sorgen - eine Zersplitterung in verschiedene Denkschulen schwächt WM-Kommunikation, -Einsatz und Weiterentwicklung.

Sechs WM-Communities im deutschsprachigen Raum (Arbeitskreis Wissensbilanz, BITKOM Arbeitskreis Knowledge Management, Gesellschaft für Wissensmanagement e.V., Plattform Wissensmanagement, Swiss Knowledge Management Forum, Wis-sensmanagement Forum Graz) haben sich während einer 6 monatigen Arbeit auf eine Grundmenge von 50 Wissensmanagement-Begriffen geeinigt und im „D-A-CH Wissensmanagement Glossar“ definiert.

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www.skmf.net/resources/glossary/