

Bibliography for KMPro, New England Chapter, KM & ROI June 25, 2003

prepared by LWM Technology Services

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Days, Frank

Making the Cut: Simple Ways to Measure ROI, by Frank Days and Karen Donaghue

1p. Mass High Tech 03/24/2003

Web

http://www.masshightech.com/displayarticledetail.asp?art_id=62142&search=roi+

- Know dollars out and dollars in
- Find the payback period
- Compare project performance last year with this year's
- Is the project a solution to a problem or an improvement?
- Is the project suitable for meeting corporate goals?
- How close is the project to revenue stream?
- Is there a regulatory reason for doing the project that if not done could incur major costs?

Pender, Lee

How to communicate value

7p. 01/01/2001

IT struggles with establishing value of projects and return on investment as their services are used to meet strategic business goals. Metrics of investment and outcomes is critical. Lessons for implementing automation and other technology initiatives.

Rao, Madanmohan

A Decade of KM; a Report on "Real-World Best Practices" from American Productivity and Quality Center's 8th KM Conference

4p. Destination KM 06/11/2003

Web

<http://www.destinationkm.com/articles/default.asp?ArticleID=1065>

Cites key lessons in KM:

- Connect KM with bottom line
- Integrate KM effectively into business strategy
- Recognize the importance of taxonomy and governance
- Foster organizational citizenship and democracy of knowledge
- Integrate KM with Six Sigma and Lean
- Extend KM across organizational boundaries
- Document Successes

Describes measurements used at Intel & Halliburton; KM as part of business strategy at Siemens and GE; taxonomy development at Johnson Controls.

Roberts, Bill

A balanced approach

7p. 09/01/2001

Balanced scorecard (BSC) approach as used by Alterra Healthcare to measure intangible assets such as human capital.

Robertson, James

Metrics for knowledge management and content management

14p. Step Two Designs 02/01/2003

Web

http://www.steptwo.com.au/papers/kmc_metrics/index.html

Answers: why use metrics, types of metrics to use, what guidelines are needed for implementation.

Satyadas, Antony

SMBs Should Adopt KM Strategies PDQ for ROI

1p. Mass High Tech 02/03/2003

Web

http://www.masshightech.com/displayarticledetail.asp?art_id=61708&search=satyadas+

'Archiving, managing and accessing knowledge is tantamount to running an efficient organization, no matter what size.'

Advises that your strategy includes:

- Map back to your organization's business strategy
- Help solve business issues, such as accelerating innovation or speeding new product introductions
- Highlight and intertwine three areas: people, processes and technology

Plus, there is a need to: organize content using taxonomies and workflows, and the ability to search and locate answers or insights

Ware, Lorraine Cosgrove

Portals Showing Measurable ROI

1p. CIO 06/01/2003

Web

http://www.cio.com/archive/060103/tl_numbers.html

Results of a Delphi study are summarized. Most implementations showed measurable net gains of 250 studied. Best reasons to implement: accelerated time to market, increased productivity, reduced employee search time, shift to Web customer support, reduced paper consumption. Poor reasons include: employee satisfaction, standardizing communications, employee self-service, enterprise-wide searching for internal company information.