



Second Knowledge Solutions

Crafting Knowledge Frameworks for Business Results

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*Knowledge is
information
put to good use*

k2s.ca

K2S Services

Second Knowledge Solutions (K2S) guides and advises enterprises on the most effective way to structure and categorize their information assets for maximum business benefits. Organization applied to information and expressed within a business context transforms the information into knowledge - the fuel that drives business action and leads to wiser decisions about strategy, customers, product development and production.

We help enterprises gain maximum advantage from their information resources in three ways:

1. **Information inventory**

We undertake an inventory of your enterprise's current information assets. The inventory provides the context in which to develop the organizational schema and knowledge framework for the information assets; it highlights the core knowledge assets required to support the activities of the business, identifying gaps and non-essential information.

2. **Creation of a Knowledge Framework**

We collaborate with your business experts to provide standard names and organizational schemes for your information assets through the creation of thesauri and taxonomies. The resulting knowledge framework and its associated metadata provide a structure for mapping information content into a logical semantic structure for navigation and access.

3. **Mapping Information**

We advise and guide your personnel in the collaborative process required to map information into your enterprise's knowledge framework using content management software and automatic categorization tools.

Our Approach

Our approach to guiding your enterprise rests on three key principles:

1. **Link information to key business goals**

Creating, storing and managing information is a costly, labour intensive activity. All

information, therefore, must earn its keep by fulfilling a purpose closely aligned with the business needs and goals of the enterprise. For this reason, we begin every project with a review of the business goals of your enterprise followed by an inventory of the information assets. Defining the business goals leads to the schemes and categories required to organize the information into effective content.

2. Start with a pilot project

Creating a unified content management system is a complex undertaking. We highly recommend that an enterprise undertake a pilot project on a selected subset of the information. The pilot project provides a baseline for assessing and refining decisions made about the knowledge structures and categories before tackling the entire information store.

3. Collaborate with client personnel

We need to work collaboratively with your personnel. They are the subject experts, the ones who know the business in all its operational and marketing aspects. Their subject expertise is essential to the building of the knowledge framework. For our part, we systematically guide the subject matter experts through the rigorous, intellectual process of defining the framework to ensure a powerful and relevant product.

Your knowledge framework will necessarily change as your business evolves. Maintaining and growing the framework requires the development of specific skills. For this reason, we involve your staff directly in the building of the framework and provide training and documentation support.

4. Participate in a team approach

The creation and application of an intranet knowledge framework requires an interdisciplinary team of IT professionals, knowledge managers and information architects. This synergy of skills contributes to the successful implementation of a unified content management system. Our work is done within the context of such a team.