

The KM/Knowledge Services Archives Management Connection

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SMR International Corporate Blog:
SMR Int'l – Knowledge Services Notes
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Archives and Knowledge Management

■ Archives Management

- The branch of knowledge services dealing with an organization's collection of historical records and/or artifacts, usually materials selected for permanent or long-term preservation and expected to be of some value at some later time in history or, in some cases, simply to preserve a record or evidence of some activity in the life of the company or enterprise

■ Archiving

- “an ancient practice involving the thoughtful selection, storage, and maintenance of collected objects.”

- Archive Management Organization

Knowledge (Intellectual Capital)

The Organization's Most Critical Asset

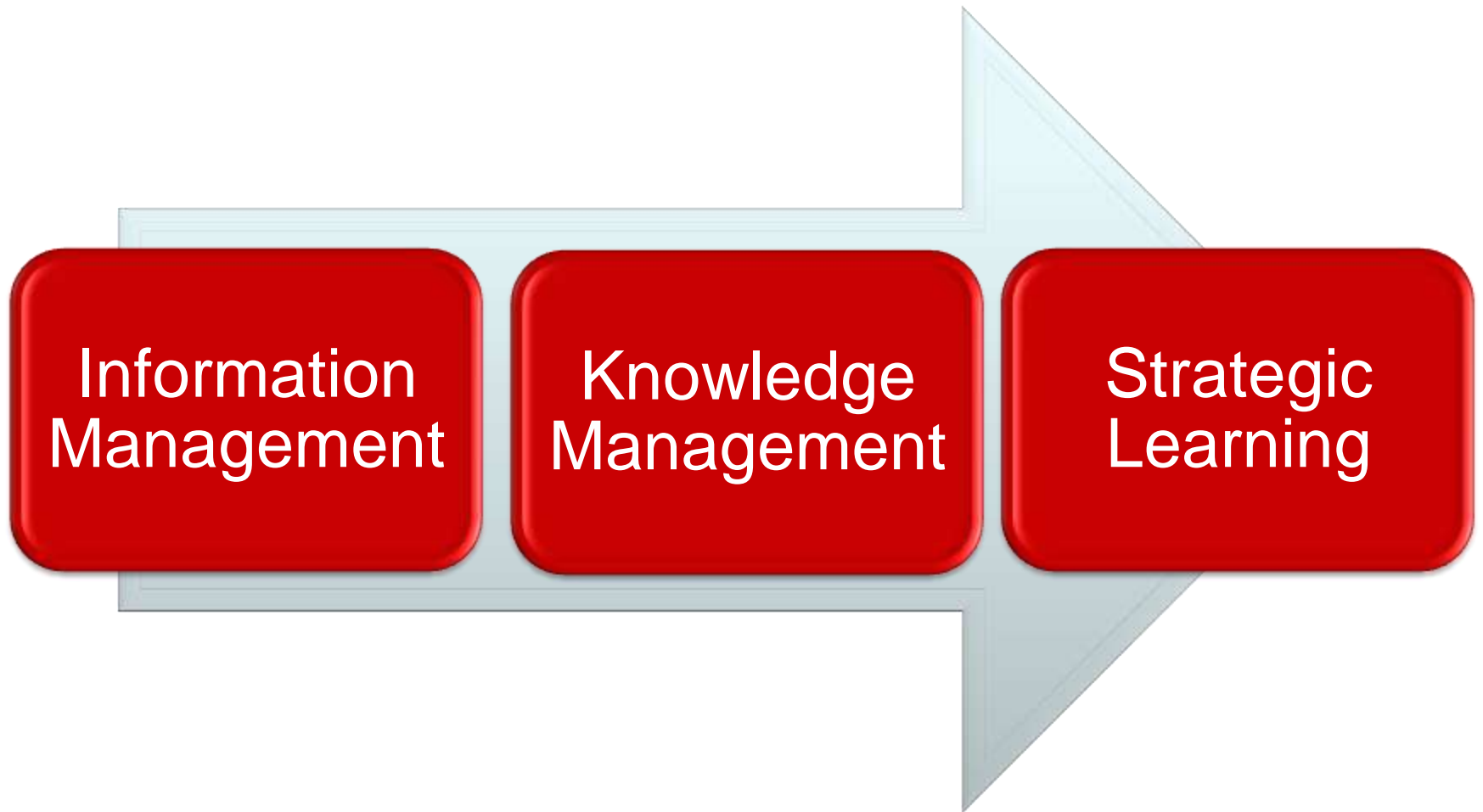
■ Knowledge Management

- A way of working, of using explicit, tacit, and cultural knowledge in ways that enable us – and our workplace – to re-use knowledge to create new knowledge
- We cannot **manage** knowledge – knowledge is not a **manageable** commodity – KM is **working with knowledge**

■ Knowledge Services

- Converges information management, knowledge management, and strategic learning for knowledge development and knowledge sharing (KD/KS)
- Knowledge services + archives management = organizational effectiveness

Knowledge Services



Applying Knowledge Services for Archives Management

Three critical issues

- Archives must be managed
- Archives must be positioned as part of the organizational KD/KS process
- Strategic learning – for sharing knowledge captured in organizational archives – must be established and sustained to enable knowledge re-use

Connecting Archives and Knowledge Services

1. What do you need?
2. Who's responsible?
3. What's the corporate archives management policy? What's the archives management strategy?
4. What solutions are needed?
5. How do you implement?
 - Project planning
 - Change management and communication
 - Strategic learning

KNOWLEDGE SERVICES: The *Practical* Side of KM

“Putting KM to Work”

TRANSITIONING

- Information, Knowledge, and Strategic Learning to *Strategic* Knowledge

ENABLING

- Contextual decision-making
- Accelerated innovation
- Strengthened research
- Excellence in knowledge-asset management

SUPPORTING

- An institution-wide knowledge culture
- Organizational effectiveness
- Supporting and contributing to the corporate knowledge culture

Practical Archives Management

What management tools do you use to integrate archives management into the corporate knowledge strategy?

1. Critical success factors/measurement
2. Training and awareness raising
3. Technology
4. KM
 - Assess what's there
 - Knowledge asset inventory
 - Knowledge audit
 - Identify and codify how archives are used (what happens with the knowledge generated through using archives?)

Archives and Knowledge Services: Results and Rewards

Excellence in archives management results in:

- Enterprise-wide awareness about the value of archives
- Legacy/historical record
- Impact/outcomes facility and ease of measurement
- New knowledge creation – the way forward