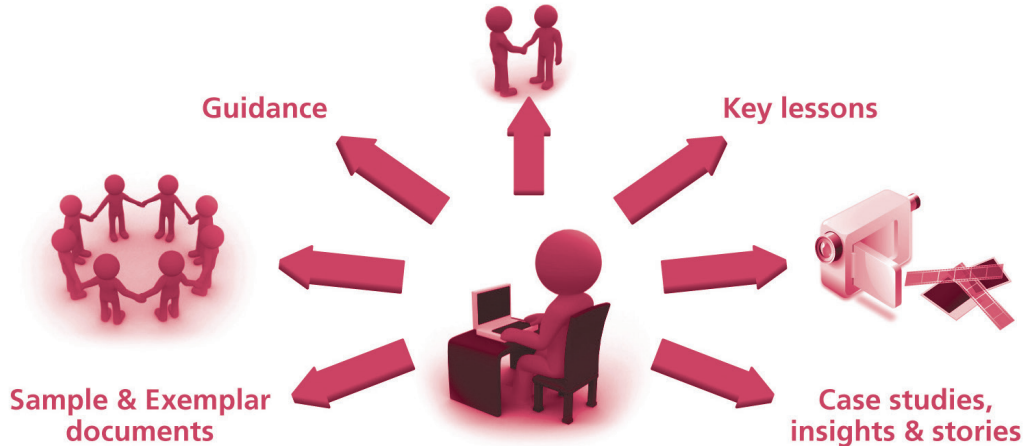


Knowledge Assets

Create, use, update



Knowledge and experience, captured and packaged in one place to be of maximum use to people who could benefit from that learning in the future. Knowledge Assets may contain key lessons learned, case histories, key contacts and best practice.

Knowledge Assets

Knowledge Assets should be exciting, enticing, easy to read and easy to assimilate. The knowledge needs to be presented in bite-sized chunks, in an intuitive way, illustrated with diagrams, videos and pictures, and easily cross referenced.

1. Identify an audience for your knowledge asset
2. Ensure there is clarity about what the knowledge asset is all about
3. Ideally a knowledge asset should be owned by a community of practice
4. Collate existing material and design the structure
5. Add context to allow users to understand purpose and relevance of the knowledge asset
6. Add navigational aids
7. Emphasise links to people
8. Validate the knowledge asset
9. Publish it!
10. Maintain it