



# KNOWLEDGE MANAGEMENT

*Governmental Services Center  
Serving the People Who Serve the People*



Knowledge Management (KM) refers to practices used by organizations to find, create, and distribute knowledge for reuse, awareness, and learning across the organization.

Knowledge Transfer has always existed in one form or another through on-the-job discussions with peers, apprenticeships, and maintenance of agency libraries, professional training and mentoring programs. Technology is playing a vital role through the creation of knowledge bases, expert systems, and other knowledge repositories.

Ideally, capturing and sharing critical knowledge and expertise should be occurring continuously among employees. In many cases, however, it is not and this need becomes pressing when a valued employee is preparing to retire or change positions.

A simple tool can be used to capture some of that knowledge and experience before employees leave the organization. This is a tool designed for the employee to complete as they look back over their career and evaluate the impact of their departure.

There are three simple steps to complete the tool:

1. Identify critical tasks and activities.
2. Define each task and activity.
3. Develop a knowledge transfer plan.

An employee should set some quiet time to work through the steps. They may find it helpful to talk to coworkers and their manager as they answer the questions. Sometimes experienced employees don't realize how much they know. Others can help uncover the pieces.

In addition, there are tools available for more in-depth management of knowledge and experience in your organization. Please contact a Governmental Services Center (GSC) consultant for more information.



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