



Knowledge Management Support Services

ConvergeITS areas of Knowledge Management expertise:

CULTURAL ASSESSMENTS
 INTEGRATED PROCESS SUPPORT
 DEVELOPING STAKEHOLDER AWARENESS
 INFORMATION BOUNDARY POINTS
 KNOWLEDGE DISCLOSURE POINTS
 INFORMATION MOBILITY
 TECHNOLOGY INTELLIGENCE WRAPPING
 COLLABORATION SUPPORT
 VALUE CHAIN MAPPING
 BI IMPLEMENTATION



ORGANIZATIONAL SOLUTIONS THAT WORK FOR YOUR BUSINESS

Effective information availability enables organizations to achieve dynamic situational awareness. Effective knowledge sharing promotes enhanced decision making and promotes unity of effort across an organization and with its external stakeholders. To accomplish these outcomes, ConvergeITS principals are experienced with strategic knowledge management (KM) planning and implementation that addresses the necessary changes for seamless information mobility. We assist the organization to achieve knowledge alignment with respect to overarching policies, processes, and systems. Our strategic approach to KM identifies the critical cultural shift required to support collaboration and improved business intelligence mapping.

Transforming an organization with an information sharing mindset is a challenging effort. We engage leadership with tools and processes that can address and question deeply rooted paradigms of "how things have always been done."

Involving stakeholders through communications and outreach is crucial to gaining the buy-in and participation that is needed to successfully foster information sharing leading to knowledge disclosure. Leadership, in particular, plays a key role in defining this change and in building support both across the Department(s) and with external partners.

We integrate technology purposefully through people and process.