

Information Society Technologies Programme

Overview of Work on European KM "Standards"

Presentation at Spring Singapore

A Standard for KM: Is this the way forward?

Singapore

19 July 2002

Paul Hearn

**New Methods of Work and Electronic Commerce
European Commission**

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Overview



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Policy context

ERA: European Research Area

FP6, Eureka, COST, National RTD Programmes

... towards a Single Market for Research

eEurope

Broadband access, e-business, e-government, security, skills, e-health, ...

Lisbon Strategy

"EU: Most competitive knowledge-based economy by 2010"

Enlargement

Candidate countries are full partners in FP5

Other policies

Single Market, Single Currency, Security of Europeans, Sustainable Development, ...

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IST Programme - What is it?

IST is a single integrated research programme that builds on the convergence of information processing, communications and media technologies.

Integrating & Strengthening ERA

★ Genomics	2,255 M€
★ IST (100 M€ Géant/GRID)	3,625 M€
★ Nanotechnologies, intelligent materials, new processes	1,300 M€
★ Aeronautics and space	1,075 M€
★ Food quality & safety	685 M€
★ Sustainable development	2,120 M€
★ Citizens & governance	225 M€
★ Anticipation of S&T needs	1,300 M€
★ JRC non-nuclear research	760 M€

13,345

Structuring ERA

★ Research & innovation	290 M€
★ Human resources	1,580 M€
★ Research infrastructures (200 M€ Géant/GRID)	655 M€
★ Science/Society	80 M€

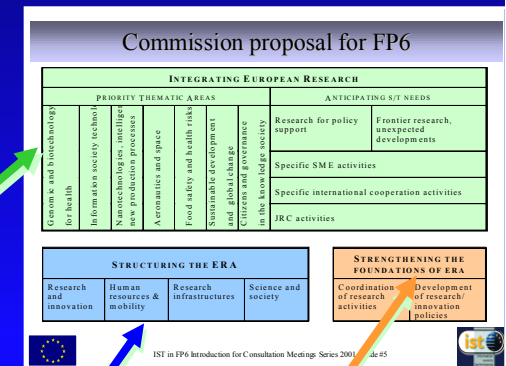
2,605

Reinforcing the ERA basis

★ Support to co-ordination	270 M€
★ Support to policy development	50 M€

320

16,270 M€



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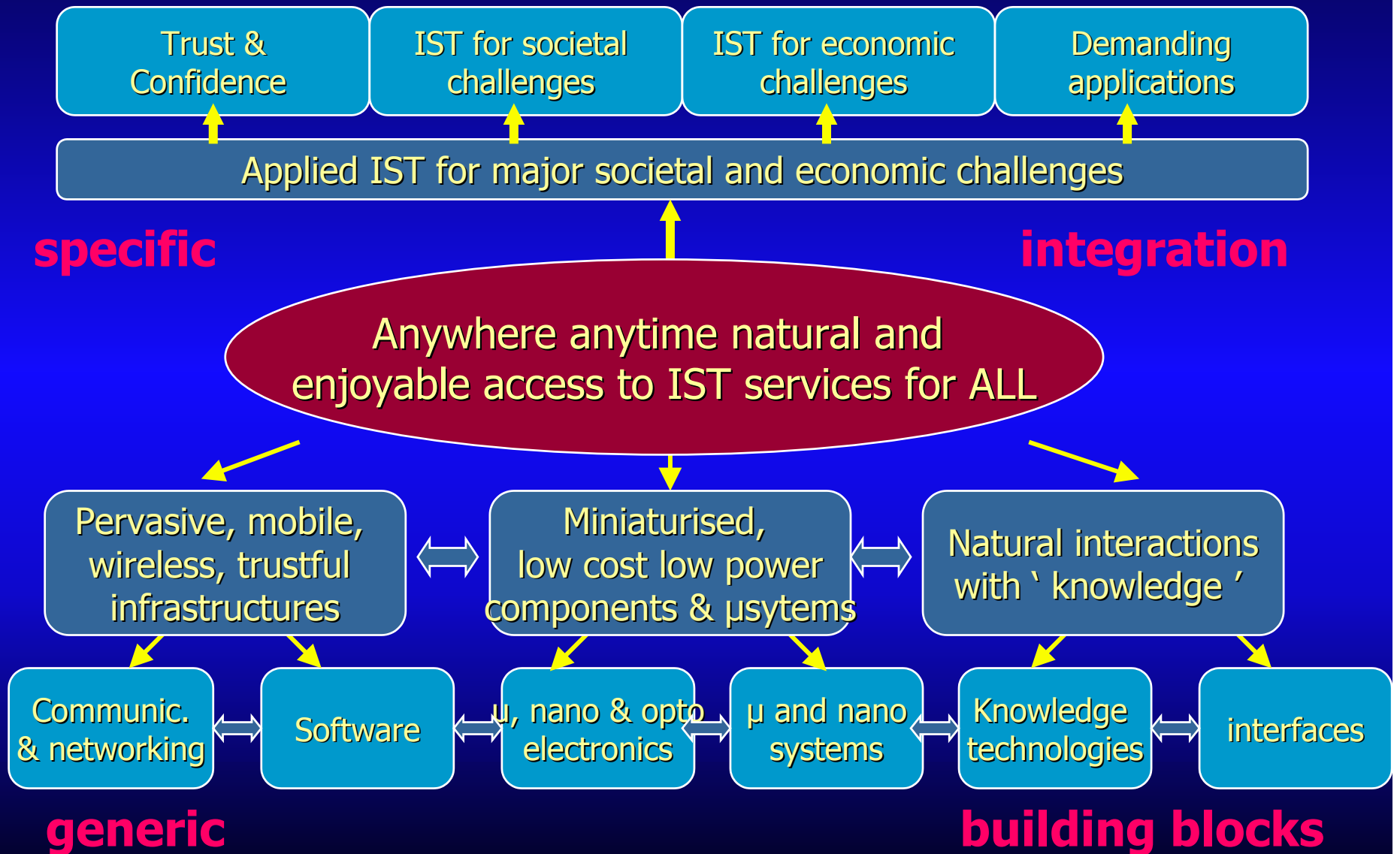


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Information Society Technologies to 2006



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New Methods of Working & eCommerce

Our Mission

To support the development of Information Society technologies and practices to enable European workers and organisations (whether profit or non-profit) to increase their competitiveness in the global Information Society whilst at the same time improving the quality of the individuals' working life and consumer confidence

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Our Activities

- 350+ collaborative projects
- 18 clusters in strategic areas
- 1000+ participating organisations
- Broad range of activities
 - *Technology development*
 - *Socio-economic research & take-up activities*
 - *Policies support*
- One of the largest sets of eEconomy clusters & projects world-wide
 - *Highest subscription in terms of proposals*
 - *Highly attractive to SMEs and user organisations*

KM Assets in the IST Programme



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The European KM Forum

An open pan-European network of professionals working together to promote European excellence in KM. Membership is free and open to all individuals and organisations, not only those based in Europe.



What is it?

- 2.500 KM professionals
- Showcase for research & practice
- A place to work - many special interest groups, workshops, etc.

Learning by doing

- Started life as a vision
- “explore KM commonality”
- Developed into a portal
- Now becoming a community

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For further information: Email: web@biba.uni-bremen.de

Discovering commonality in approach

24 Jun 02 - Kick off CEN Workshop on KM - 40 Participants



*European Guide to Good Practice in Knowledge Management
CEN Workshop Agreements on Terminology, Framework,
Measurement & Metrics, Implementation, Organisational Culture.*

8 May 02 - Publication of Draft Business Plan

<http://www.cenorm.be/iss>

21 Mar 02 - 2nd Preparatory Meeting - 25 Participants

*Consolidation of approach. Discussion on first draft business plan.
Agreement to focus on non-prescriptive, soft guidelines, aimed primarily at
the needs of SMEs. Builds on work already underway at BSI.*

31 Jan 02 - 1st Preparatory Meeting - 20 Participants

*Agreement not to centre activity on technology standards. Technology is an
enabler for KM. A lot of technology standardisation work already underway
in Europe. To make a difference we need to address softer issues.*

29 Nov 01 - KM Europe The Hague - 29 Participants

*2 hour session on KM "Standards" organised by European Commission.
Bus Drivers Dilemma. CEN agrees to offer mechanism for consensus.*

eEurope
Go Digital

DG
Entreprise

BSI

cen
iss

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CEN Workshop objectives - highlights

“successful KM implementations in business settings prioritise attention on **soft issues** - human/personal, cultural, change management, new business processes, multidisciplinary knowledge sharing, communication & collaboration”

“technology is just an **enabler**, but of course an important one”

“Despite this, most attempts so far have concentrated major effort on putting in place IT tools that will “solve the knowledge creation, sharing & reuse problem”

“Our objective is to investigate those soft areas related to KM which can be the subject of **common approaches, good practice identification or standardisation initiatives**, & to situate & describe these in the wider organisational context”

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“the overall intention is to provide **meaningful & useful guidelines** to companies, & notably SMEs, as to how they might align their organisations **culturally & socially** to take advantage of the opportunities of knowledge sharing within & beyond their organisational boundaries”

CEN Workshop objectives - highlights

30 terms & definitions

+ Measurement
Top 10 section
for SMEs

10+ fiches
Selling KM internally,
Organisational Learning,
Change Management in
Practice,
Motivating k-workers

"European Guide to Good Practice in KM"

- A European KM Glossary
- A European KM Framework
- A European Guide to KM Measurement and Metrics
- A European Guide to Successful KM Implementation in SMEs:
- A European Guide to Organisational Culture & KM

economic, technical,
structural, socio-cultural

Maturity grids, generic principles, methodologies, technology overview, case studies & stories

Existing Cultures
Use of Communities
Use of Technology
Skills, Competences & Behaviours

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DG Enterprise

Workshop structure

The Team

Acting Chair: **Ron Young, Knowledge Associates UK**

Vice-Chair: **Nicholas Leck, BSGL France**

Secretariat: **BSI UK**

Project Team: **6-7 paid editors** elected next week, following call

Volunteers: All welcome to provide input

Draft Calendar

Work Item	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Terminology			final			translations						
Framework			draft			final						
Metrics						draft			final			
Implementation				draft					final			
Org Culture			draft					draft				final
Integration	toc											
Consultation						event						event

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An invitation

Knowledge Management is

- a global issue
- about knowledge sharing & collaboration

SO...

Let's practice what we preach and work together

European Commission can offer results from:

- IST KM research, 40+ projects, 300+ partners
- CEN Agreement/BSI Secretariat offers window to work on descriptive guidelines

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Thank you for listening



The KM Team at Directorate General
Information Society comprises Agnes
Bradier, Anne Jubert and Paul Hearn

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NB: An overview of current approaches to KM “standardisation” can be found in the June & July/Aug editions of Knowledge Management Magazine (Ark Group), courtesy of European KM Forum

The European KM Forum: <http://www.knowledgeboard.com> & web@biba.uni-bremen.de

KM in the IST Programme: <http://www.cordis.lu/ist/ka2/al12.htm>

eEurope: <http://www.europa.eu.int/godigital>

IST Project Corner: <http://www.knowledgeboard.com/index/69381>

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