

Understanding Knowledge Management

KM Series: Introduction



Presenters:

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Debevoise & Plimpton LLP

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CKO
Jackson Lewis

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Manger of Information
Resources
Shearman & Sterling

Kitty Schweyer
Director of Knowledge &
Research Services
Lowenstein Sandler



*Tuesday, October 22, 2013
New York*

Workshop Agenda

1. What is Knowledge Management?
2. Types of Knowledge
3. Why KM?
4. Domains of KM
5. Knowledge Cycle
6. Skills for KM
7. Librarians leading KM
8. Case Study

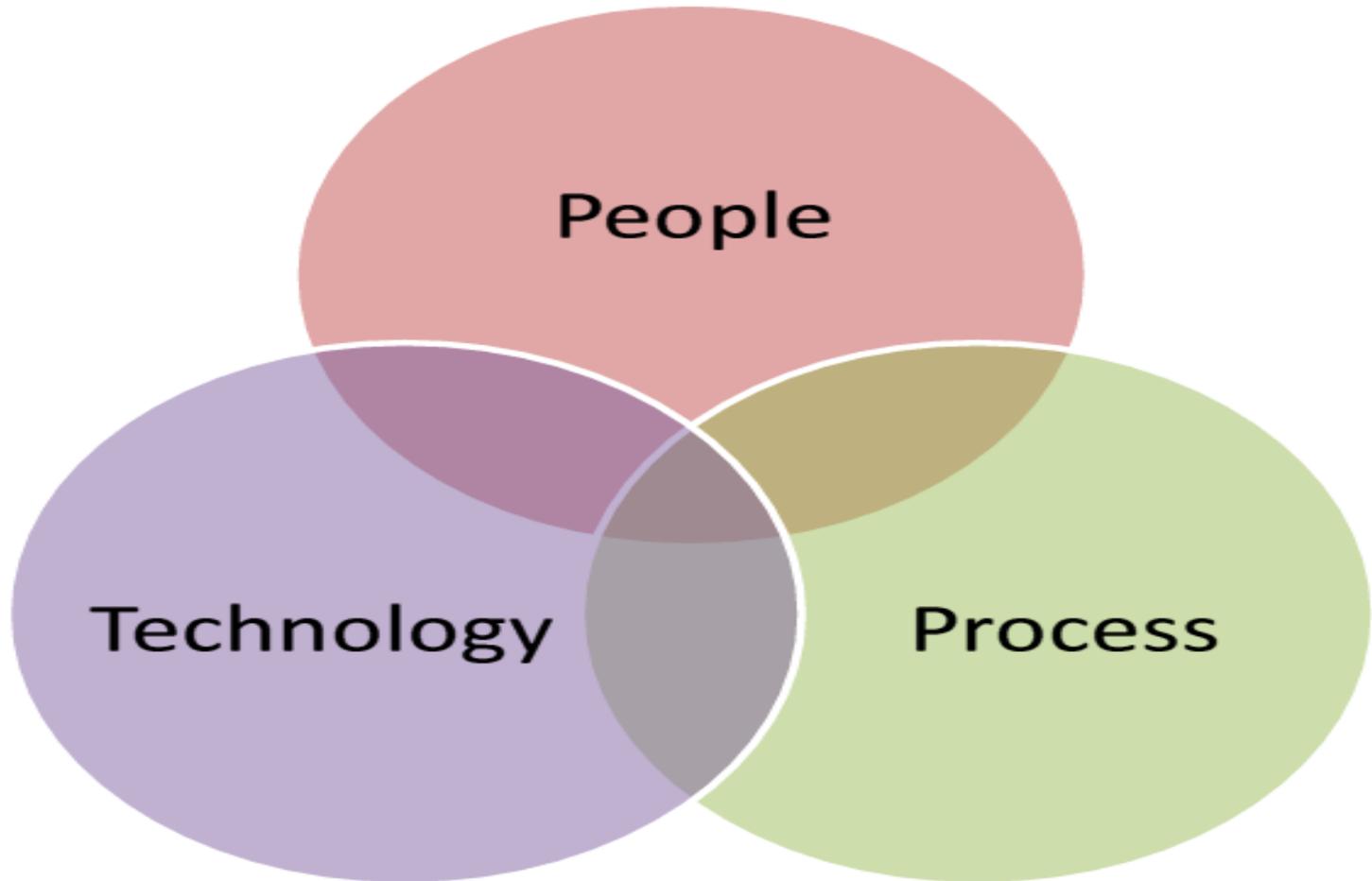
What Is Knowledge Management?

KM is the process through which organizations generate value from their intellectual and knowledge-based assets

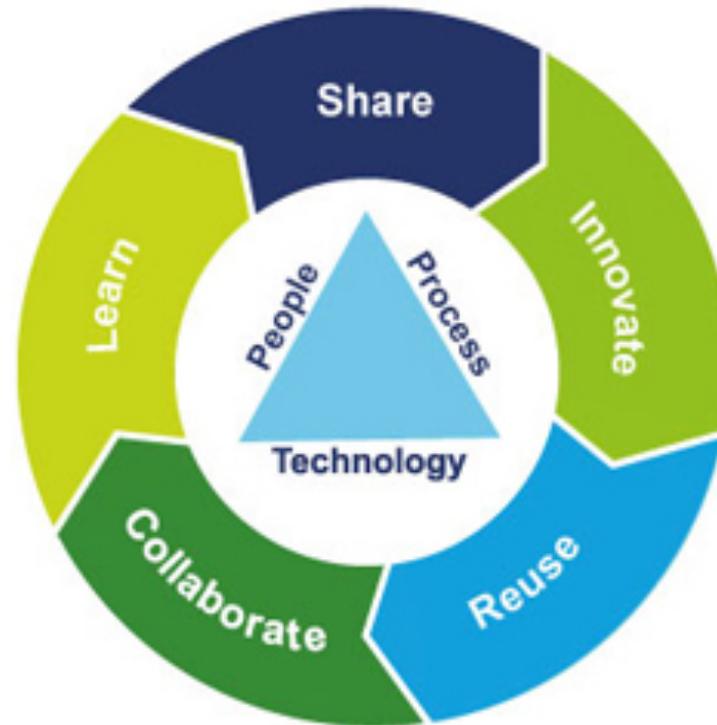


*“Knowledge management is the leveraging of the organization’s collective wisdom (know-how) **by creating systems and processes to support and facilitate the identification, capture, dissemination and use of the organization’s knowledge to meet its business objectives.**”*

KM Approach

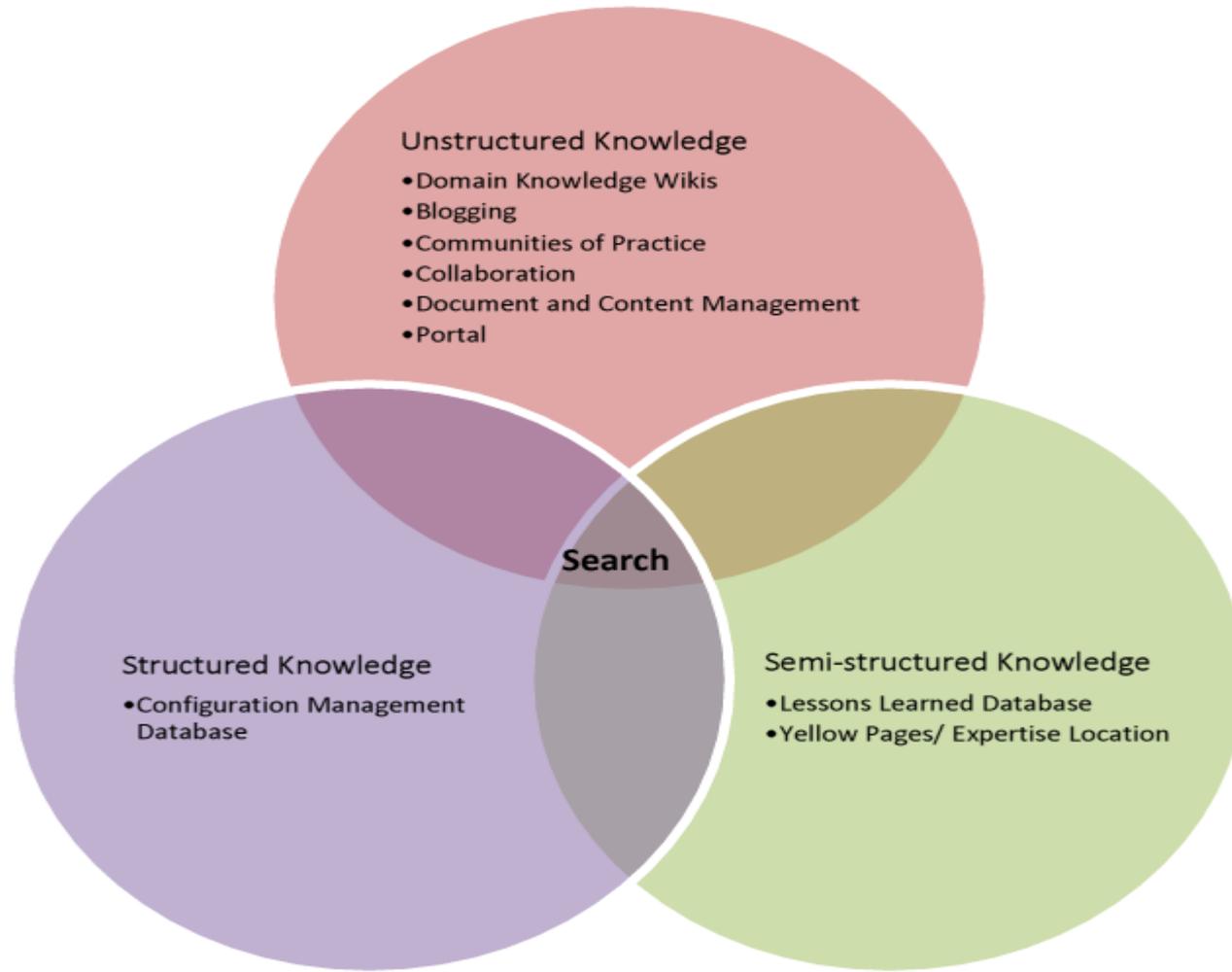


New KM Workflow

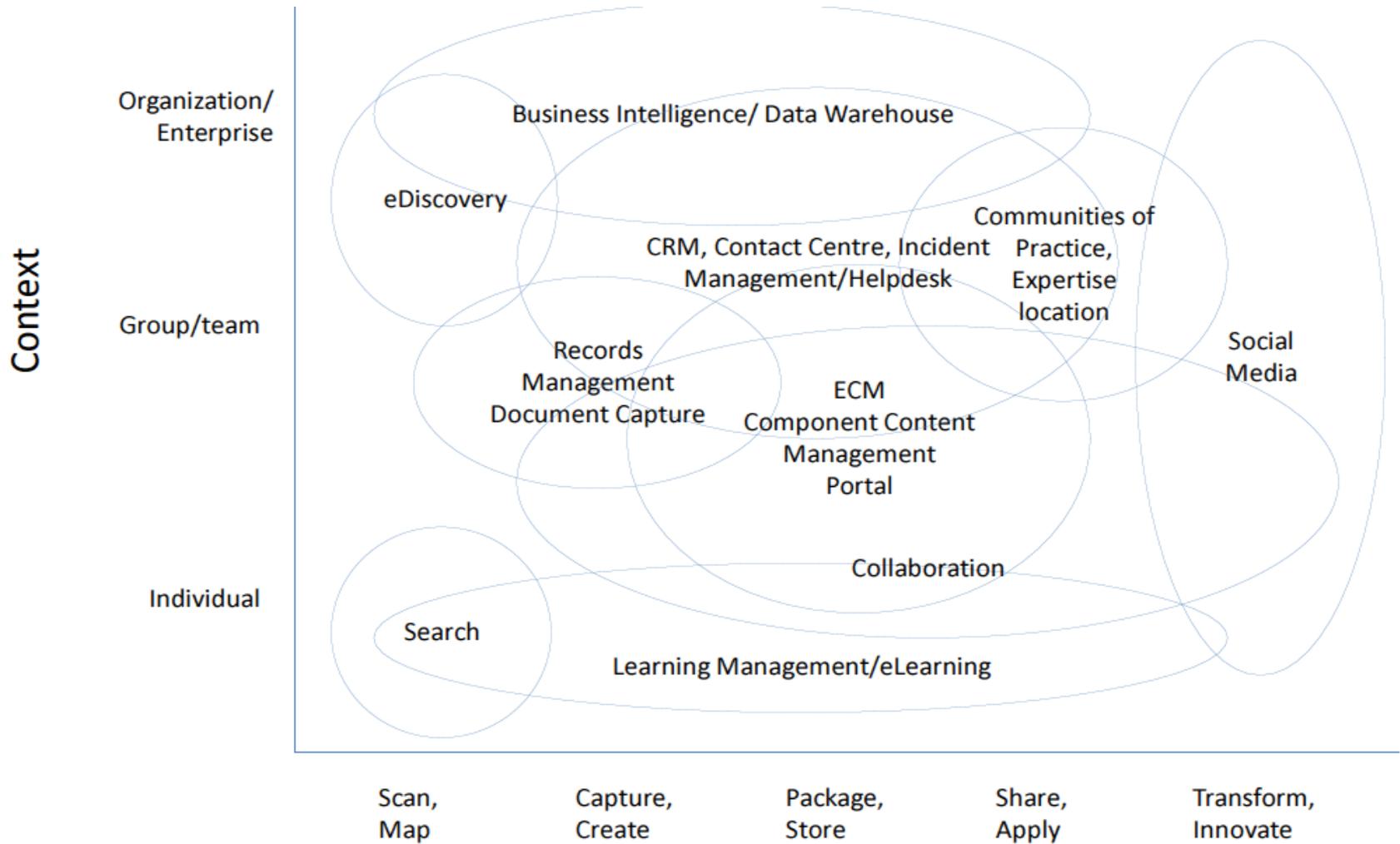


Knowledge Management

Categories of KM Technologies



KM Technology



Silos of Information



Organizational Change



New Business Realities

- Western Economic Turmoil (less capital)
- Continued Pace of Globalization (more competition)
- Declining rate of return on assets for corporations (more businesses fail)
- Transition from semi-skilled to knowledge work (requires more sophisticated management skills and tools)
- Relentless cost pressures (do more with less)
- Higher level of technological complexities
- Changing demographics (baby boomers retiring and know-how is lost)

Adopting A New Business Perspective

“By adopting a business perspective and addressing the same problems as other managers, librarians can better align their services with the language and values of their organization.”

Aligning Through Knowledge Management

KM Value Proposition

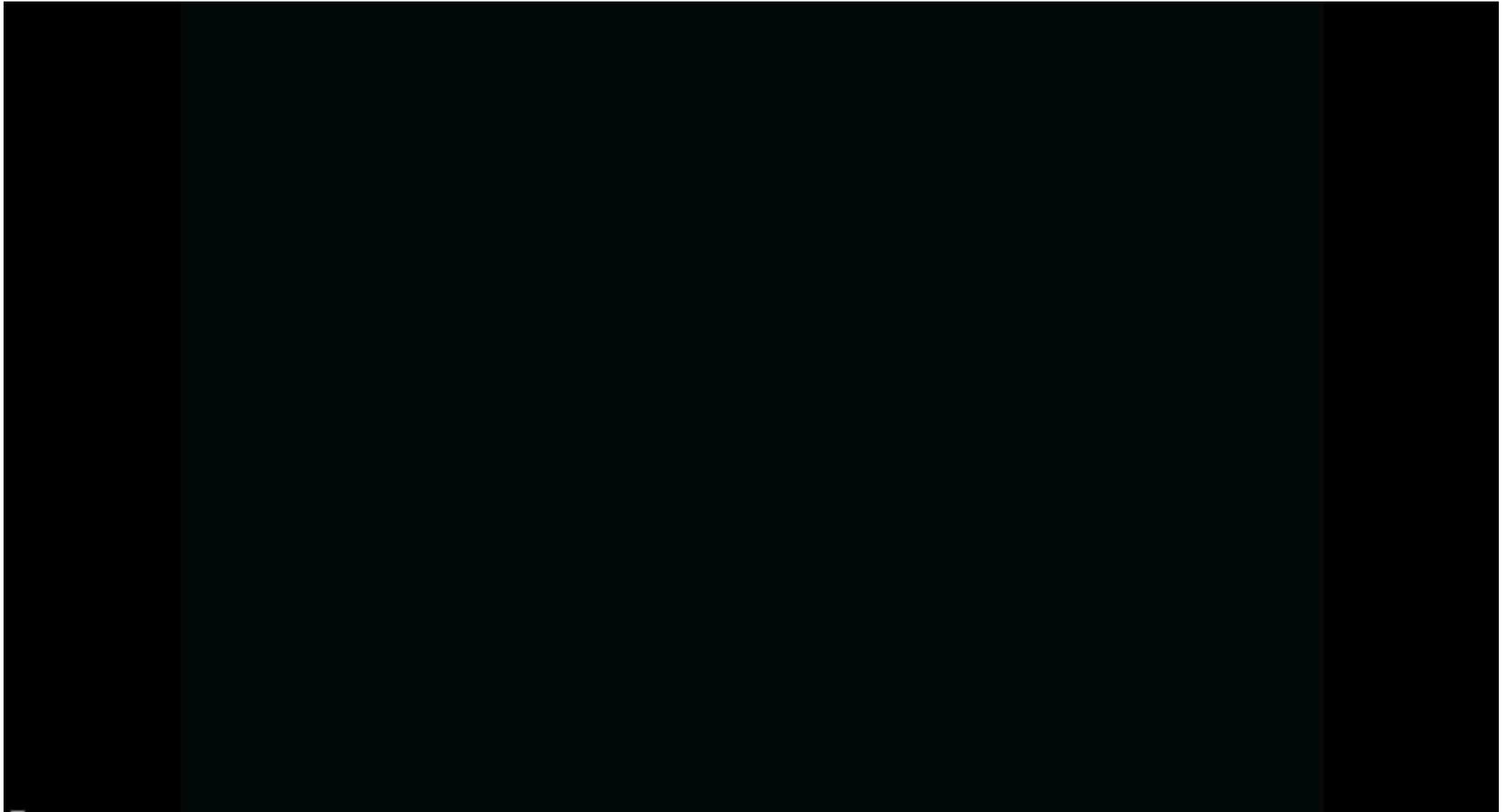
- Provides a competitive advantage by making know-how easily accessible
- Increases productivity: knowledge workers don't waste time searching for information
- Improves organizational effectiveness by sharing best practices
- Improves collaboration by fostering knowledge sharing across the organization
- Speeds response time to clients
- Enables organizations to learn by leveraging past experiences, successes and failures
- Helps retain tacit knowledge within the organization

KM Delivers Value When....

- It is aligned with the organization's strategic initiatives
- Provides a practical solution based on the essence of the business that will be adopted
- Addresses cultural changes to create a knowledge sharing environment (users are engaged)
- Outcomes are tangible and measurable

What Does KM Look Like?

http://www.youtube.com/watch?v=f_x78XLBBVM



How Do Information Professionals Respond?

- Rethink the basic assumptions about what products/services the library delivers
- Rethink the library's value proposition given the new trends: Is what you do "mission critical" to the organization's business?

New Mission Critical Model

New mantra: **Libraries as a service, not a place!!!**

Librarians are selling a
product/service (**knowledge & information**)
to a market (**users of our services**)
that needs to be serviced effectively
(**custom product/service**),
efficiently (**at the right time**), and
cost-effectively (**at the right price**).



To be mission critical, add value.

- Enhance Electronic Content
- Support Practices with Business Analysis
- Manage Complex Projects (Project Management)
- Manage Risk: Records/Conflicts/Risk Management
- Business & Competitive Intelligence
- Enterprise Relationship Management
- Financial Management

Why Should Librarians Lead KM?

- Are information stewards of their organizations
- Understand content and know how to manage and organize it
- Use information tools effectively
- Possess advanced research and computer skills
- Create, record, and store information effectively
- Know how to conduct Information needs assessments
- Create taxonomies
- Teach and train
- Collaborate Effectively

KM Projects that Require Librarian Competencies

- Intranet/Portal content development
- Creation of expertise databases
- Database development and maintenance
- Taxonomy, develop controlled vocabulary
- Project management
- Statistical analysis
- Search engine optimization
- KM Tool Training

The Evolution Is Already Here!!!

What other departments is the head librarian responsible for?	2011	2010	2009	2008
Records	19%	28%	38%	29%
Conflicts	30%	36%	35%	34%
Court Services	16%	16%	19%	11%
Knowledge Management	59%	40%	19%	17%
Information Systems	3%	-	4%	3%
Intranet	35%	n/a	n/a	n/a
Docket Research	11%	4%	-	9%

The Librarian's Expanding Role In KM Since 2008: 2011 ALM Law Librarian Survey

Making KM Work For Your Organization

- Alignment with business strategy
- Understanding the business drivers
- Undertaking a Knowledge Audit
- Creating a KM Vision and Optimal KM Value Strategy
- Building the Business Case
- Creating a Road Map or Framework
- Implementation of KM tools
- Marketing and Training

What Does KM Look Like Within an Organization?

Intranet

DEBWEB

Picture Book

Search

Offices Firm Information People/Diversity Legal Depts Pro Bono Admin Depts Prof Dev/Training Internet Newsstand Lyons Gate

QUICK LINKS

After-Hours Services
Accutrac/Records Services
Associate Evaluations
Client/Matter Lookup
Counsel Referrals
DebPost
New Matters/Conflicts
New Matter Procedures
Online Legal Training
Who Does What

RESEARCH LINKS

Portal
Westlaw
Lexis
West Find&Print
Black's Law Dictionary
Multilingual Dictionaries
ELI (Library Catalog)
Web Subscriptions
Ozmosys Alerts
Shepard's Brief Check
West Check

WHAT'S ON THIS WEEK AT DEBEVOISE?

Firm News Speaking Engagements Events

Firm

04/10: Debevoise Advises Morgan Stanley Global Private Equity in Acquisition of Access Cash
04/05: Debevoise & Plimpton advises a syndicate of investors in formation of Modern Capital Holdings and FNBNY Bancorp
04/05: Debevoise Advises the Management of Eurofiber in Pending Acquisition by Doughty Hanson
04/05: The Bribery Act
04/04: Debevoise & Plimpton Recognized as Firm of the Year by Managing IP at 2012 North America Awards
03/26: Erica Berthou Named to Crain's New York Business "40 Under 40"

WORLD NEWS

CNN.com - World
Updated: Fri, 13 Apr 2012 15:20:23 EDT
Council mulling North Korea response
German incest couple loses case
What will elections mean for Greece?
Iran nuclear talks to resume Saturday

BUSINESS NEWS

WSJ.com: US Business
Updated: Fri, 13 Apr 2012 15:18:30 EDT
Behind Annie's, a Brand-Building Buyout Vet
J.P. Morgan Revenue Grows but Profit Slips
EU Probes Mobile-Payments Joint Venture
Wells Fargo Posts 13% Profit Gain

Feedback

FEATURE

STORY ARCHIVE

US Pro Bono Matter



Debevoise, working with [Sanctuary for Families](#), successfully reunited a mother and her two-year-old son. The mother, a legal immigrant who came to the United States after she married a naturalized US citizen, sought help after her husband took their two-year-old son to live with his family abroad in an attempt to permanently separate mother and child. With the help of a New York City Family Court, Debevoise was able to obtain a writ of habeas corpus ordering the boy's father to bring him back to the United States. When the father did not comply, the court ordered him incarcerated until he returned his son to the jurisdiction. Five days later, the child was back with his mother. Debevoise continues to represent the mother with respect to her divorce and immigration cases. The Debevoise team included partner [Anne Cohen](#) and associates [Vanessa Stich de Simone](#), [Nicholas Miller](#), [Natalie Reid](#), [Kaitlin Farrell](#), [Jared Kagan](#) and [Olga Kaplan](#).

What Does KM Look Like Within an Organization?

Portal

Securities Practice Group: Home

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Search all Securities Practice Group content

"use quotes for exact phrases"

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Title Only

Author

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[Search Tips](#)

See the content related to a Topic

Limit to: Securities Practice Group only

Corporate Department

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- American Stock Exchange (AMEX)
- Audit Committee
- Auditor Independence and Oversight
- Auditors' Letters
- Bank Note Company
- Blue Sky
- Board (Directors/Directorate/Supervisory)
- By-Laws
- Certificate of Incorporation / Charter
- Certification of Exchange Act Filings
- Choice of Law / Governing Law
- Clearance and Settlement in Securities Offerings
- Closings in Corporate Transactions
- Comfort Letters
- Compensation Committees
- Consent Solicitations
- Corporate Action (Consents / Minutes / Resolutions)

Welcome to the Portal

You are in the Securities Practice Group community.

- Use the page tabs to move between community resources. (Follow the Change Community tab to go to another community.)
- Use the Search box to find Portal content through a full text or title search.
- Select a topic from the list to the left of this window to see all content items related to that topic.

Quick Links:

[Ethics Rules for All Debevoise Offices](#)

[Firm Ethics Policies](#)

[DebPost](#)

[SEC Forms: Fillable PDF forms](#)

[SEC Forms: Blank PDF forms](#)

[SEC Division of Corporation Finance
Financial Reporting Manual](#)

What's New

- The Jumpstart Our Business Startups Act: Let's Talk Private Equity and the "JOBS" Act (23640491) / Kaplan, Matthew E. (D&P) (11 Apr 2012)

PowerPoint presentation discussing the principal JOBS Act provisions and the Act's impact on private equity.

What Does KM Look Like Within an Organization?

Counsel Referral Database

Find Contact: Sounds like Welcome, Steven

Contact Search

[People](#) | [Companies](#) | **[Referrals](#)** | [Contacts recommended by Debevoise Personnel](#) | [Country Coordinators](#) | [Alumni](#) | [Personnel](#) | [Clients](#) | [List Searches](#) | [Other Searches](#)

Referrals Search

Contact Type: [OR](#)

Specialty: [OR](#)

Recommended:

Recommended Specialty: [OR](#)

City: [OR](#)

State: [OR](#)

Country: [OR](#)

What does KM Look Like Within an Organization?

Web 2.0 Implementations

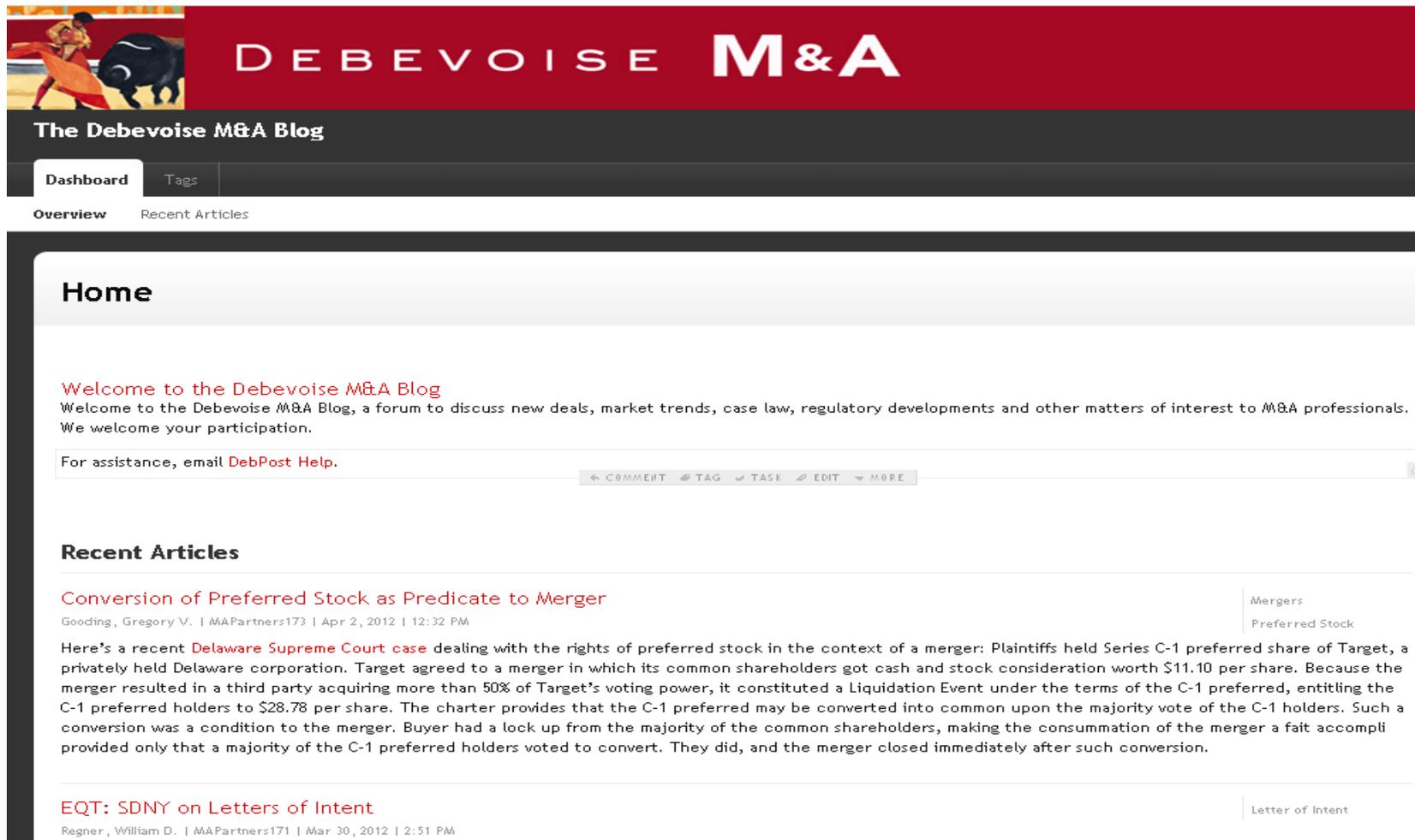
- Blogs/Wikis
- RSS
- Social Tagging

Web 2.0 Makes Sense Even in a Down Economic Market

- Less e-mail traffic
- Reduce expenses for premium content costs
- Lower printing costs
- More self-help = less support staff

What does KM Look Like Within an Organization?

Blogs



The screenshot shows the homepage of the Debevoise M&A Blog. At the top left is a small image of a bullfight. To its right is the logo "DEBEVOISE M&A" in white text on a red background. Below the logo is a dark grey navigation bar with "The Debevoise M&A Blog" in white. Underneath is a secondary navigation bar with "Dashboard" and "Tags" in white. Below that is a "Recent Articles" section with a white background and a dark grey border. The "Home" heading is in bold black. The main content area has a white background. It starts with a red heading "Welcome to the Debevoise M&A Blog" followed by a paragraph of text. Below that is a search bar with the text "For assistance, email [DebPost Help](#)." and a row of icons for "COMMENT", "TAG", "TAGE", "EDIT", and "MORE". The "Recent Articles" section is titled in bold black. The first article is "Conversion of Preferred Stock as Predicate to Merger" in red, with a date and time below it. The article text follows. The second article is "EQT: SDNY on Letters of Intent" in red, with a date and time below it.

DEBEVOISE M&A

The Debevoise M&A Blog

Dashboard Tags

Overview Recent Articles

Home

Welcome to the Debevoise M&A Blog

Welcome to the Debevoise M&A Blog, a forum to discuss new deals, market trends, case law, regulatory developments and other matters of interest to M&A professionals. We welcome your participation.

For assistance, email [DebPost Help](#).

COMMENT TAG TAGE EDIT MORE

Recent Articles

Conversion of Preferred Stock as Predicate to Merger

Gooding, Gregory V. | M&APartners173 | Apr 2, 2012 | 12:32 PM

Here's a recent [Delaware Supreme Court case](#) dealing with the rights of preferred stock in the context of a merger: Plaintiffs held Series C-1 preferred share of Target, a privately held Delaware corporation. Target agreed to a merger in which its common shareholders got cash and stock consideration worth \$11.10 per share. Because the merger resulted in a third party acquiring more than 50% of Target's voting power, it constituted a Liquidation Event under the terms of the C-1 preferred, entitling the C-1 preferred holders to \$28.78 per share. The charter provides that the C-1 preferred may be converted into common upon the majority vote of the C-1 holders. Such a conversion was a condition to the merger. Buyer had a lock up from the majority of the common shareholders, making the consummation of the merger a fait accompli provided only that a majority of the C-1 preferred holders voted to convert. They did, and the merger closed immediately after such conversion.

EQT: SDNY on Letters of Intent

Regner, William D. | M&APartners171 | Mar 30, 2012 | 2:51 PM

What does KM Look Like Within an Organization?

Wikis

DebPost

My Account (salastre) | My Pro

DebPost Home Page > LKMD Wiki > Home Page

Article Tools

[New Article](#)

People

Search by name or email

Spaces

LKMD Wiki

LKMD Wiki

Tags

[DebPost Issues \(2\)](#)

[EOS \(1\)](#)

[Librarians in the News \(1\)](#)

[LKMD General \(5\)](#)

[Passwords](#)

[Practice Group Meeting](#)

[Highlights \(1\)](#)

[pvd page \(2\)](#)

[RR - EOS Guidelines \(1\)](#)

[technical services \(5\)](#)

[TS-Acquisitions \(3\)](#)

[TS-Cataloging \(7\)](#)

[TS-Circulation \(10\)](#)

[TS-General \(12\)](#)

[TS-Ozmosys \(1\)](#)

[TS-Serials \(8\)](#)

[TS-Serials Solutions \(1\)](#)

[TS-Training \(1\)](#)

[TS-Web Subscriptions \(1\)](#)

LKMD Wiki > [All Recent](#) | [Recent Articles](#) | [Recent Comments](#) | [Recently Edited](#) | [Discussions](#)

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Navigation

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[Knowledge Management](#)

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[Technical Services](#)

- [Ozmosys Alerts](#)

[Training](#)

NEW PAGES

[Editing TMP records with Local Information](#)

[lkmdwiki350](#) | Added by [Bess Reynolds](#) | March 30, 2012 | 10:27 AM

[M&A Meeting: March 12, 2012](#)

[lkmdwiki349](#) | Added by [Volpe, Paul F.](#) | March 13, 2012 | 9:52 AM

[IP Group Meeting](#)

[lkmdwiki348](#) | Added by [Lauzau, Christopher J.](#) | March 12, 2012 | 11:03 AM

[Monthly Tax Luncheon - Topic: Tax Issues in Non-Traditional Private Equity Investments](#)

[lkmdwiki347](#) | Added by [Wilson, Scott J.](#) | March 1, 2012 | 10:08 AM

[Insurance Industry Group Monthly Meeting - Involvement of Credit Rating Agencies in the Ins. Industry](#)

[lkmdwiki346](#) | Added by [Schillberg, Marie](#) | February 22, 2012 | 3:45 PM

[Trusts & Estates Meeting - LKMD Presentation - February 9, 2012](#)

[lkmdwiki345](#) | Added by [Wilson, Scott J.](#) | February 14, 2012 | 12:43 PM

[Employee Benefits Luncheon: UK Pension Pitfalls on Corporate Transactions](#)

RECENTLY EDITED PAGES

[Corporate Department Lunch, February 2, 2012](#)

At today's lunch, Karen Levy presented an overview of IS initiatives for this year and recent accomplishments: Infrastructure Improvements firmwide PC replacements 17" monitors to be replaced with 24" widescreens new copiers on all floors loaner laptops to be updated to be more lightweight or more feature rich depending on need Switches in closet upgraded to improve network speed Improved ...

[MacLeod, Don](#) / [lkmdwiki339](#) / February 2, 2012 / 2:55 PM

Last Update at 2:56:40 PM EST, February 2, 2012

[Employee Benefits Luncheon: Pay for Performance](#)

Employee Benefits Monthly Luncheon. January 9, 2012 Alan Yurowitz gave a presentation on the Institutional Shareholder Services new proxy voting guidelines His discussion covered the ISS recommendations on say-on-pay votes and their recommendations to shareholders regarding boards' responsiveness. He also covered pay-for-performance methodology, quantitative and qualitative analysis and ...

[Wilson, Scott J.](#) / [lkmdwiki331](#) / January 12, 2012 / 4:18 PM

Last Update at 4:21:41 PM EST, January 12, 2012

What does KM Look Like Within an Organization?

RSS Feeds

DEBEVOISE & PLIMPTON LLP

This custom news alert is provided by the LKMD.

Monday, April 09, 2012

Debevoise Alerts Help | Unsubs

Today's Alerts

- [Insurance Industry News \(LexisNexis®\)](#)
- [XL Insurance: In The News](#)
- [Federal Deposit Insurance Corporation - Federal Register](#)
- [SNL: All Bank & Thrift Articles](#)
- [Benefits In The News](#)
- [Blawq Review](#)
- [ChiefTech](#)
- [Future Lawyer](#)
- [The IPKat](#)
- [InhouseBlog](#)
- [JURITEL: Fil D'actualits](#)
- [Jim Hamilton: World Of Securities Regulation \(Blog\)](#)
- [Larry Bodine Law Marketing Blog](#)
- [Asia Business Media](#)
- [China Law Blog](#)
- [Tokyo Stock Exchange: News \(English\)](#)
- [US China Business Council : What's New](#)
- [Law Librarian Blog](#)
- [Law Library \(Google News\)](#)
- [BeSpecific](#)
- [Above The Law](#)
- [KM Space](#)
- [KMWorld: Research Center: Legal](#)
- [Knowledge Jolt With Jack](#)
- [Law.com: Newswire](#)
- [LexisNexis Legal News Podcasts](#)
- [WSJ.com: Law Blog](#)
- [New York Law Journal: News](#)
- [Law360: Insurance](#)
- [SNL: All Insurance Articles](#)
- [SNL: All Financial Services](#)

Insurance Industry News (LexisNexis®)

1. [A.M. Best Assigns Ratings To PaCre Ltd, Professional Services Close-Up](#)
 2. [A.M. Best Assigns Ratings To Crown Global Life Insurance Ltd. And Crown Global Life Insurance \(Bermuda\) Limited, Professional Services Close-Up](#)
 3. [A.M. Best Affirms Thrivent Financial, Insurance Unit, SNL Insurance Daily](#)
 4. [A.M. Best Assigns Ratings To Consumer Specialties Insurance Company, RRG, Entertainment Close-Up](#)
 5. [IRDA Gives A Wide Berth To LIC's Violations Of Its Investment Cap, The Economic Times](#)
 6. [A.M. Best Withdraws Ratings Of National Health Insurance Company, Manufacturing Close-Up](#)
 7. [A.M. Best Assigns Ratings To Consumer Specialties Insurance Company, RRG, Manufacturing Close-Up](#)
 8. [A.M. Best Affirms Rating And Revises Outlook To Negative For Members Of SPARTA Insurance Group, Benzinga.com](#)
 9. [A.M. Best Affirms Rating And Revises Outlook To Negative For Members Of SPARTA Insurance Group, India Insurance News](#)
 10. [A.M. Best Assigns Ratings To P\[Eth\]CRe Ltd, Benzinga.com](#)
- [More...](#)

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XL Insurance: In The News

1. [XL GROUP REPORTS ACQUISITION BY CHIEF FINANCIAL OFFICER PORRINO \(Ireland\)](#)
2. [XL GROUP REPORTS MULTIPLE TRANSACTIONS BY CORPORATE CONTROLLER ROBB \(Ireland\)](#)

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Federal Deposit Insurance Corporation - Federal Register

1. [NOTICE: Update To Notice Of Financial Institutions For Which The Federal Deposit Insurance Corporation Has Been Appointed Either Receiver, Liquidator, Or Manager, Pages 21100, FR Doc. 2012-8435 PDF](#)

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SNL: All Bank & Thrift Articles

1. [The Daily Dose: Monday, Financials Edition](#)
2. [The Daily Dose: The Monday Express: North American Financials](#)
3. [Report: Tesco Under Pressure To Cut Back Banking And US Ops](#)

What does KM Look Like Within an Organization?

Smart-filtered Alerts

DEBEVOISE & PLIMPTON LLP

This custom news alert is provided by the LKMD.

White Collar News

Thursday, April 12, 2012, Issue 248

FOREIGN CORRUPT PRACTICES / ANTI-BRIBERY

- [US Officials Meet With Chamber, Trade Groups Over FCPA Guidance](#) (WSJ.com: Corruption Currents (Blog))
Lanny Breuer, an assistant U.S. attorney general; Robert Khuzami, the enforcement director of the Securities and Exchange Commission; and Cameron Kerry, general counsel of the Commerce Department, all met with the Chamber's Institute for Legal...
- [Saudi Arabia Enables West's Squeeze on Iranian Oil](#) (WSJ.com: Corruption Currents (Blog))
Although Saudi officials, including Oil Minister Ali Al-Naimi, have repeatedly said it is not their intention to replace Iranian oil, their actions tell a different story.
- [Brooklyn Man Pleads Guilty To Supporting Terrorists](#) (WSJ.com: Corruption Currents (Blog))
Elizabeth Williams/Associated Press Agron Hasbajrami came to the U.S. in February 2008 and lived in the Bay Ridge section of Brooklyn. Prosecutors said he had hoped to die as a martyr in Pakistan, and that he sent more than \$1,000 in multiple wire...
- [China Could Jail Employees Over SEC Subpoena, Deloitte Says](#) (WSJ.com: Corruption Currents (Blog))
The documents in question relate to potential accounting fraud by one of Deloitte's former clients, but the firm's ongoing legal battle with the SEC carries broader implications for accounting and law firms with operations in China.
- [High Tide: From MTN Denials To College Campus Corruption](#) (WSJ.com: Corruption Currents (Blog))
Mike Lucas South Africa's MTN Group Ltd. denied accusations from a Turkish rival in a lawsuit filed in the U.S. that it bribed officials in Iran and South Africa to get a contract in Iran. One in four Bosnian college students has experienced...
- [Treasury Sanctions Mexican Chemical Traffickers](#) (WSJ.com: Corruption Currents (Blog))
They lead a precursor chemical trafficking organization that imports multi-ton quantities of pseudoephedrine and ephedrine from Europe and sub-Saharan Africa into Mexico, where they distribute it to drug traffickers who make methamphetamine to sell...
- [Humble American Pie](#) (The FCPA Blog)
Following the human stories of FCPA enforcement can be humbling for otherwise proud Americans.
- [The Problem With FCPA Enforcement? Look No Further Than BizJet / Lufthansa Technik](#) (FCPA Professor Blog)
Certain FCPA reform proposals I support (such as a compliance defense – see here) involve amending the statute. Other reform proposals I support involve a change in DOJ enforcement policy (or lacking that, perhaps Congressional action)...
- [FCPA Defendants Try to Turn Focus on Government, Steptoe \(4/12/12\) \(Corporate Counsel\)](#)
Four former executives of a California company have moved to throw out a Foreign Corrupt Practices Act case against them - and are seeking records from their former employer's lawyers at Steptoe & Johnson in an effort to establish that the firm collaborated with federal prosecutors.
- [Law Shrouds Details of Congressional Trips Abroad \(4/12/12\) \(ProPublica\)](#)
Reforms in 2007 include preapproval of trips by the House or Senate ethics committee, rules barring lobbyists' involvement, limits on the length of a trip, and mandatory, prompt public disclosure of the cost, itinerary, purpose and so on. But under a little-known exception, if a trip abroad that originates in the U.S. is paid for by a foreign government, virtually none of those restrictions and disclosure requirements applies.

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WHITE COLLAR CRIME- GENERAL

CONTENTS

Foreign Corrupt Practices / Anti-Bribery
White Collar Crime- General
UK Bribery Act / Serious Fraud Office (SFO)
International

What does KM Look Like Within an Organization?

See what others are reading (Library catalog feature)

The screenshot displays a web interface for selecting serial titles. On the left is a 'My Account' sidebar with links: My Profile, My Checkouts, My Routing, My RSS Feeds, My Requests, and My Approvals. The main area is titled 'Select Serial Titles' and includes a search bar with a 'Go' button and a 'Clear' button. Below the search bar are radio buttons for 'Begins With', 'Contains', and 'Ends With'. A 'Clear' button is also present. Two dropdown menus are shown: 'Department' with 'Corporate' selected, and 'Practice Area' with 'Private Equity' selected. Below these is a note: 'Select Department only (for example, Make no selection to see all titles. Click number to the right of titles for all names on the distribution list. For questions, contact NY Library, ext. 1085.)'. At the bottom are 'Clear', 'Continue', and 'Cancel' buttons. A modal window is open, showing a list of titles. The first title, 'Dow Jones LP source premium [electronic resource LIMITED LICENSE]', is selected and has a red arrow pointing to its '(31)' count. Below it are several author names: Adler, Jonathan; Ahern, Andrew M.; Al-Turki, Marwan; Amos, Benjamin; and Berman, Kenneth J. The modal also shows 'Clear', 'Continue', and 'Cancel' buttons and a '1 of 1' indicator.

My Account

- My Profile
- My Checkouts
- My Routing
- My RSS Feeds
- My Requests
- My Approvals

Select Serial Titles

Title:

Begins With Contains Ends With

Department

Practice Area

Select Department only (for example, Make no selection to see all titles. Click number to the right of titles for all names on the distribution list. For questions, contact NY Library, ext. 1085.)

1 of 1

Serials Titles: 0 Selected

- Dow Jones LP source premium [electronic resource LIMITED LICENSE]. (31)
- Dow Jones private equity analyst [electronic resource] (25)

Serials Titles: 1 Selected

- Dow Jones LP source premium [electronic resource LIMITED LICENSE]. (31)
Adler, Jonathan
Ahern, Andrew M.
Al-Turki, Marwan
Amos, Benjamin
Berman, Kenneth J.

1 of 1

What does KM Look Like Within an Organization?

Automated electronic delivery and distribution.

▣ **Title Statement:** BNA Antitrust & trade regulation report [electronic resource].

Published: [Washington, D.C.] : Bureau of National Affairs

Other Title: Other title: Antitrust & trade regulation report [electronic resource]

Current Frequency: Weekly

General Note: Archives available on the BNA web site from: Feb. 8, 1996 to current.

General Note: Index-Summary updates now available at <http://www.bna.com/current/atr> on a monthly basis in PDF format for printing and searching. Includes both the topical index and table of contents. Updates are published on the schedule of the BNA Antitrust & Trade Regulation Report.

Summary, Etc. Note: Reports legislative, regulatory, and trade practice law.

System Details Note: Mode of access: World Wide Web

Local Note: E-journal serial.

URL: <http://news.bna.com/atln/> N

Subject: Antitrust law—United States

Subject: Trade regulation—United States

Name Added Entry: Bureau of National Affairs (BNA)

Title Added Entry: BNA antitrust and trade regulation report

Title Added Entry: Antitrust & trade regulation report

Title Added Entry: Antitrust and trade regulation report

Title Added Entry: Bureau of National Affairs antitrust and trade regulation report

Department: Litigation > Antitrust

▣ **Emails:**

Apr. 13 – BNA, Inc. Antitrust & Trade Regulation Report

Subject: Apr. 13 – BNA, Inc. Antitrust & Trade Regulation Report

Email not displaying correctly? View publication in your browser: <http://news.bna.com/atln>

PUBLICATION HOME ABOUT CONTACT US

Bloomberg BNA Antitrust & Trade Regulation Report™

LATEST NEWS BNA INSIGHTS SEARCH FULL PUBLICATION

April 13, 2012 · Volume 102 Number 2544

NEWS

Price Fixing
Apple, Macmillan, Penguin Are Cited By DOJ for Fixing Prices of eBooks
Apple, Inc. and five large publishing companies allegedly conspired in violation of Sherman Act §1 to fix prices for electronic books, according to a Justice Department complaint filed on April 11 in the U.S. District Court for the Southern...

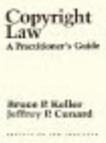
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What does KM Look Like Within an Organization?

Rating Materials

Record   

Patrons can rate materials



Title: 1 **Rating:** ★★★★★
Average of 2 ratings:
5.00

Your Rating:  ★★★★★

 **Hold**

Author: Keller, Bruce P.
Title Statement: Copyright law : a practitioner's guide / Bruce P. Keller and Jeffrey P. Cunard.
Published: New York, N.Y. : Practising Law Institute, c2001.
Description: 1 v. (loose-leaf) ; 25 cm.
ISBN: ISBN 1402400500
Current Frequency: Irregular
General Note: "G1-9508."
General Note: Debevoise authors.
Bibliography Note: Includes bibliographical references and index.
Subject: Copyright—United States.

What does KM Look Like Within an Organization?

Social tagging.

Reviews Review Item

Enter Review:

Patrons can review titles

Save Review

1. **Rating:** ★★★★★ **Date:** 4/17/2012

Written by two nationally recognized lawyers, Keller & Cunard's Copyright Law clearly explains the fundamentals of copyright law and how they apply to all media in the "real" and "virtual" worlds. Essential reading for anyone who makes practical judgments in these areas, Copyright Law features firsthand analysis of several of today's groundbreaking copyright cases including: The Supreme Court's Tasini decision on electronic publishing rights NFL v. TVRadioNow ("iCrave TV") –the first case to address the legality of Internet TV broadcasting CNN v. GoSMS.com –the first case involving copyrighted content on the wireless web Washington Post v. Total News –the first case to challenge "framing" and "hyperlinking" Infinity Broadcasting v. Kirkwood –the first case to address retransmissions of copyrighted radio programs over the telephone.

Strategic Cost Recovery



Summary Period

- Today
 Last 30 Days
 Specific Dates
 Current Month
 This Quarter

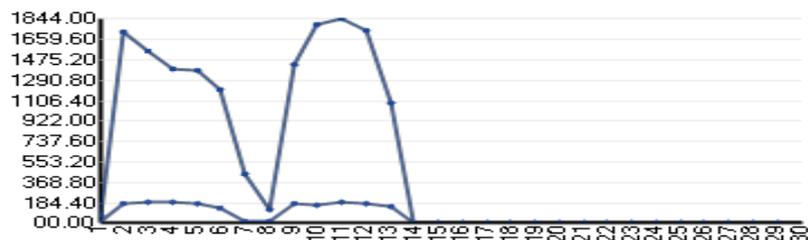
04/01/2012 to 04/30/2012

Refresh

Used Resources

Resource	Sessions	Activities	Users
CNN	15664	0	529
The Wall Street Online Journal	8591	0	415
DebWeb	7781	14932	851
Debevoise Portal	2523	12631	563
EOS Staff Access	1148	0	157
PLC	963	183	29
Westlaw	920	12920	123
Lexis	460	14958	90

Usage Summary - CNN



User and Session Counts per Day

Firm Usage

01 April 2012 to 30 April 2012

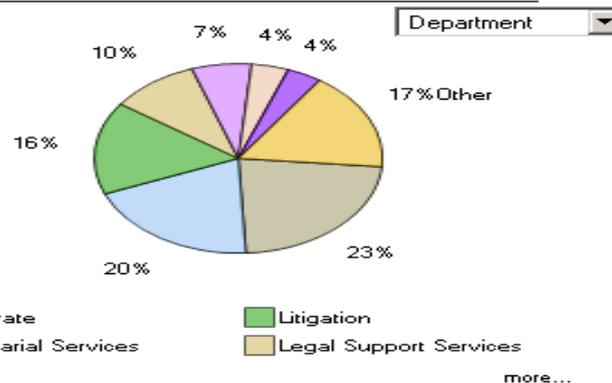
42887 research sessions

1219 researchers

164 resources used

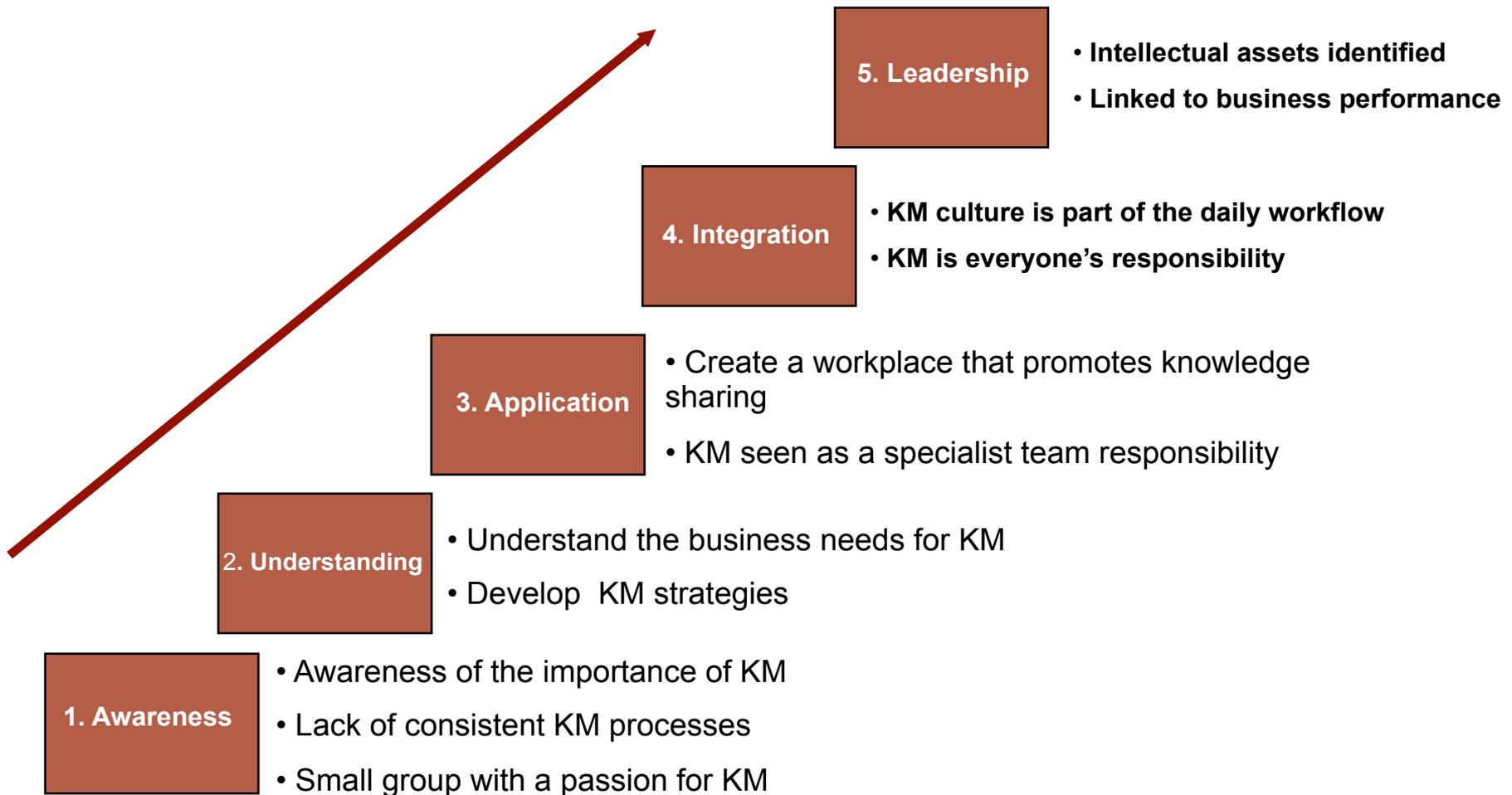
Unused Resources

Resource	Last Used
DBR High Yield Report	3/30/2012
Investor State Law Guide	3/29/2012
Corporate Financing Week	3/29/2012
Lexis Mealeys Online	3/28/2012
Law360 - Government Contracts	3/27/2012
Dow Jones - LP Source Premium	3/27/2012
Best Link	3/26/2012
Asia Insurance Review	3/26/2012



more...

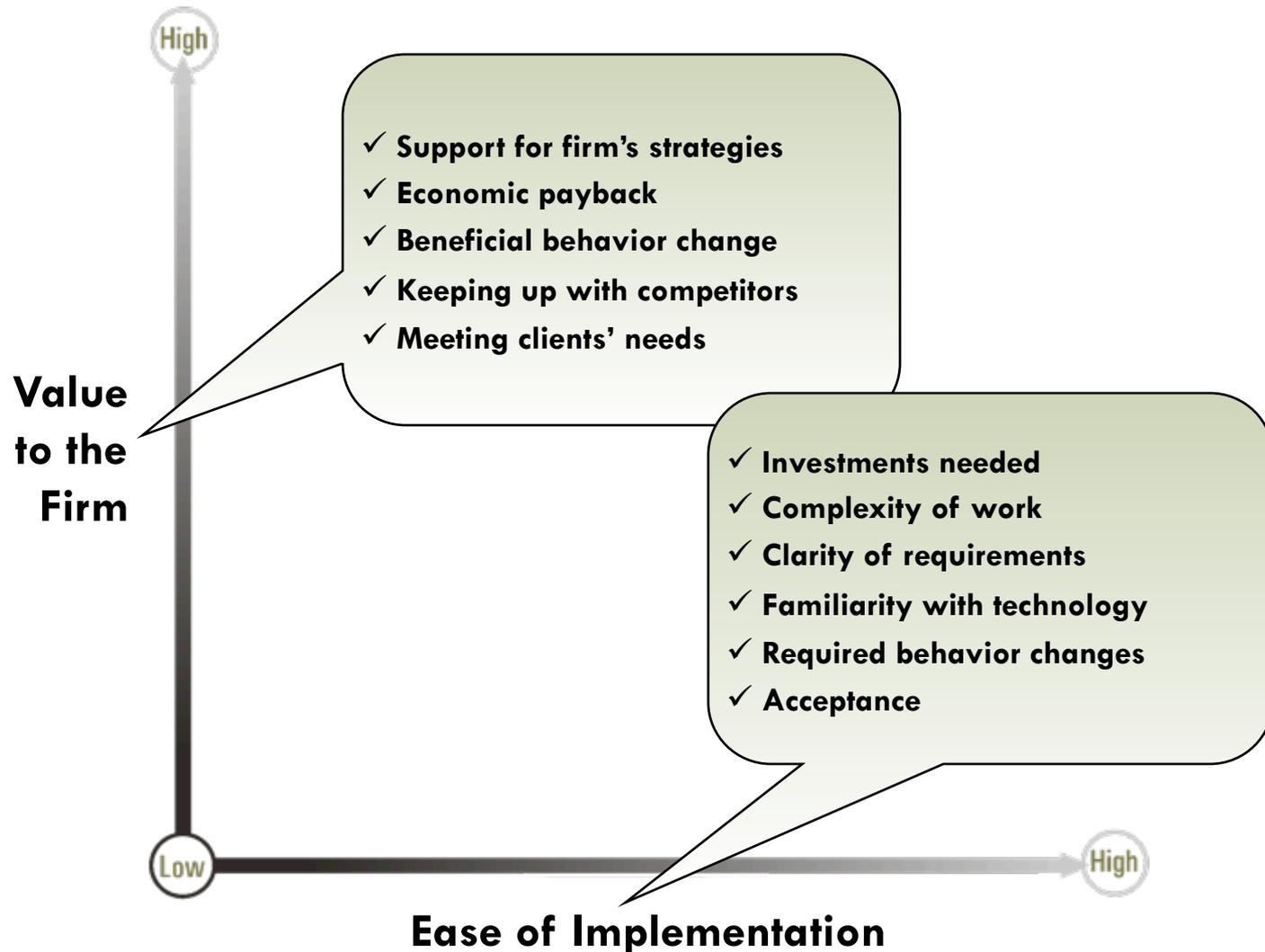
KM Maturity Model



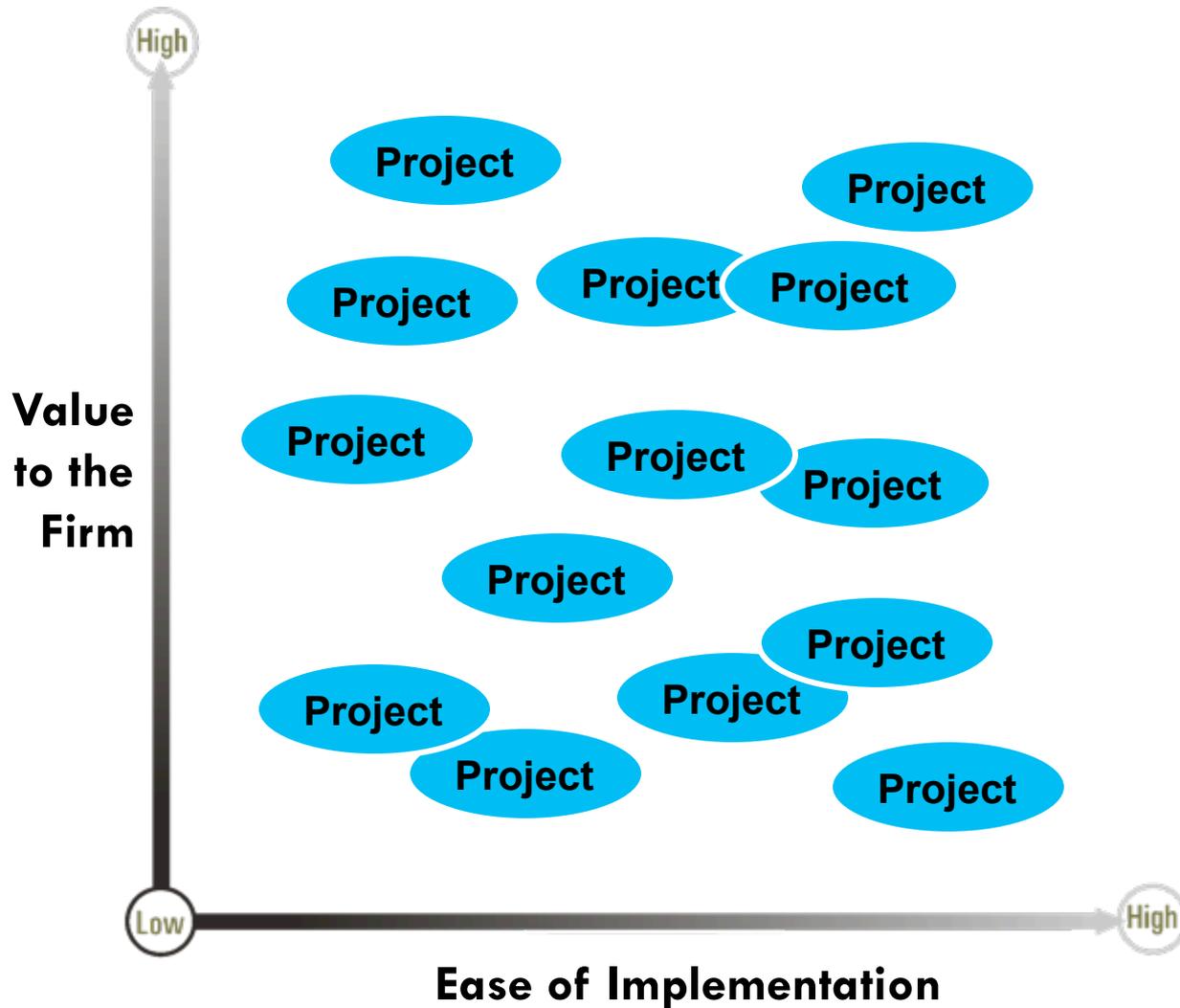
Prioritization Model



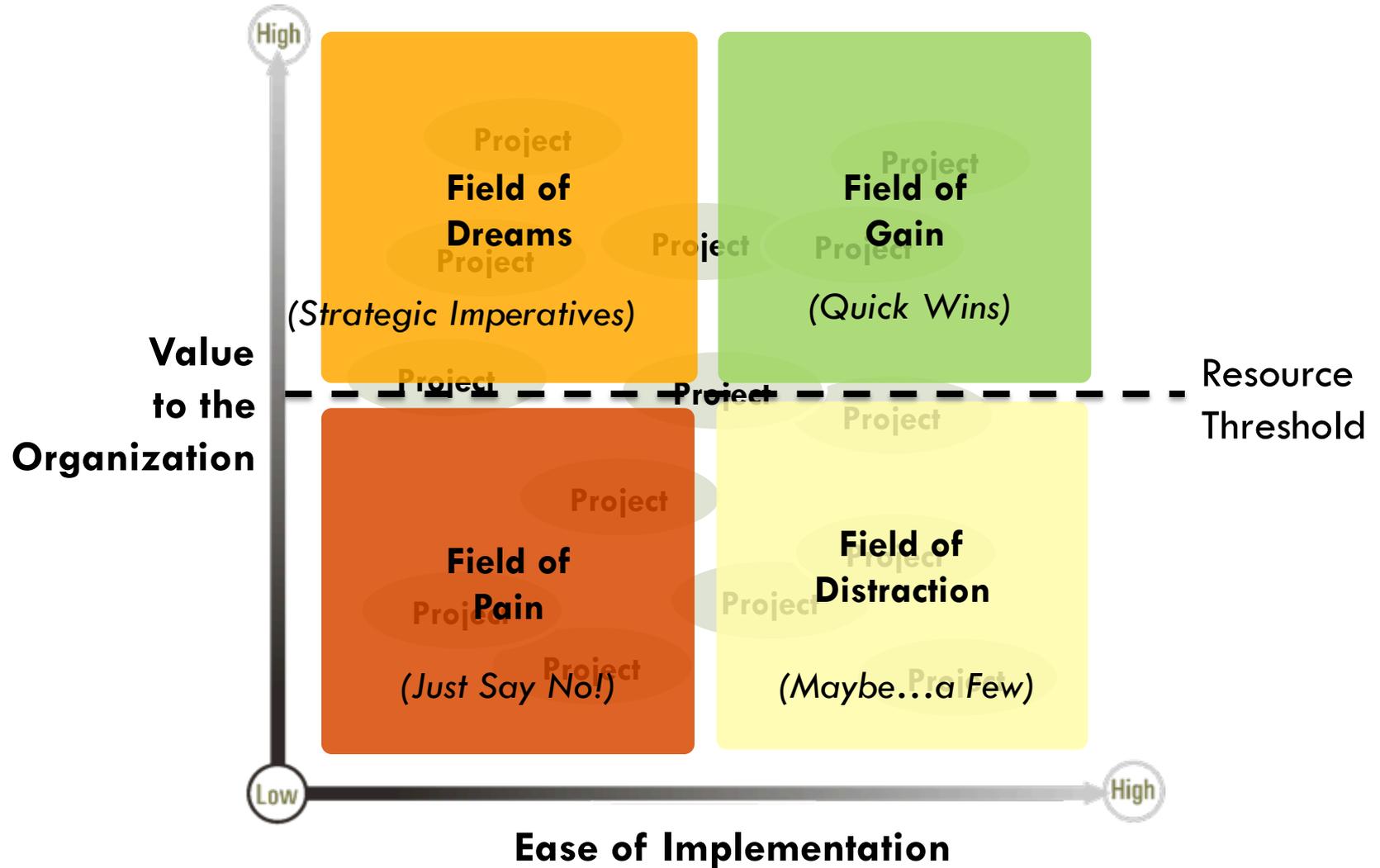
Set Prioritization Criteria



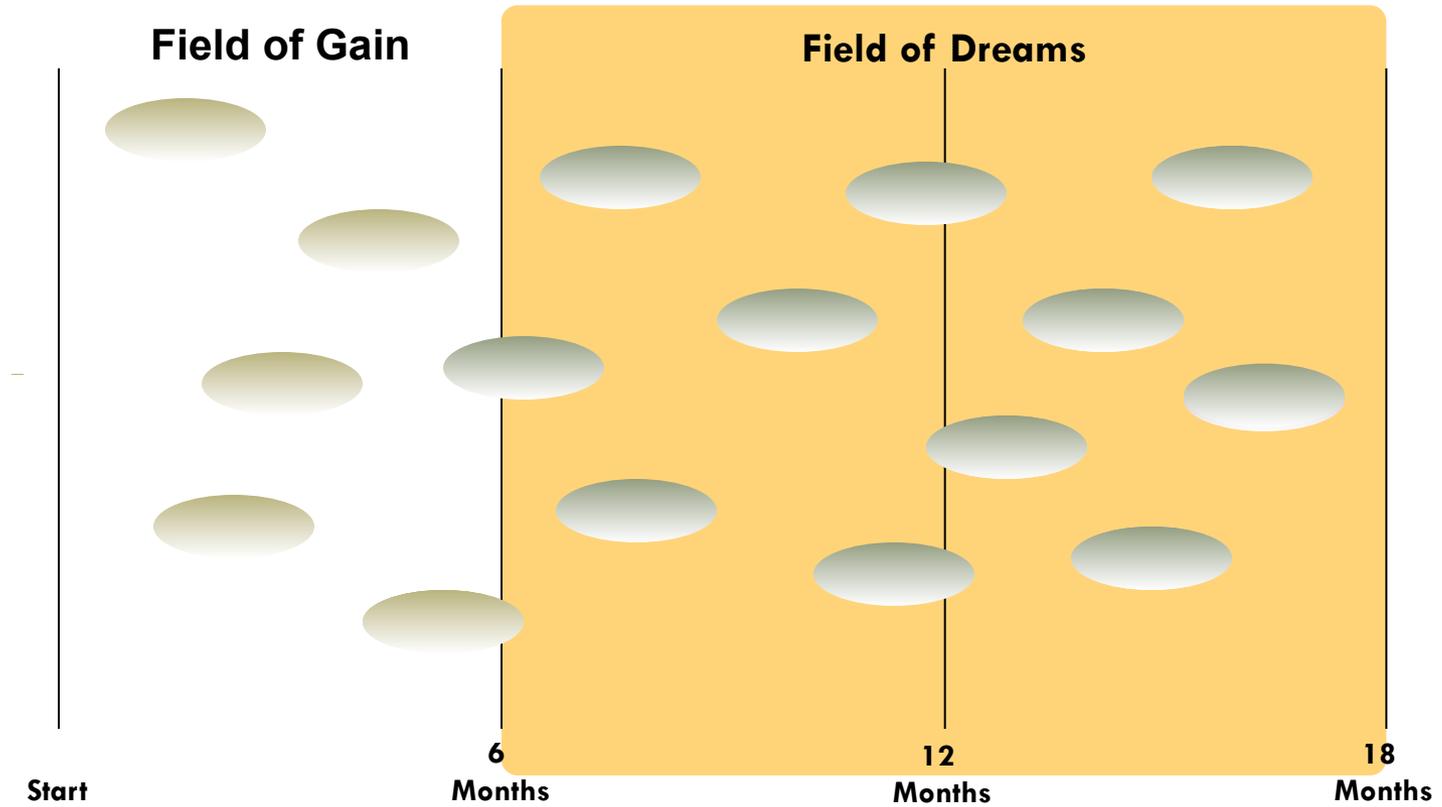
Position Projects Relatively



Set Priorities



Deliver Over Time





<http://bit.ly/Prioritize>

**Short Video to Demonstrate White & Case's
Adoption of Prioritization Model**

Starting Up a KM Initiative and Engaging KM Sponsorship



Best Approach to Start a KM Project

- Start small
- Develop a business case with ROI analysis that clearly states the value
- Make sure your KM implementation is focused on solving real, pressing business issues.
- Plan KM implementation as an organizational change program
- Recruit an excellent in-house change agent to run the program, supported by a powerful team
- Map out your stakeholders and your audience segments, and ensure you address all of them
- Implement KM as a holistic system, containing all necessary elements
- Don't stop KM implementation until KM is fully embedded into company processes, accountabilities and governance.
- Make sure you have sponsorship at a high enough level that you can make and embed the required organizational change, and that you have a steering committee to ensure support for this
- Establish at the outset metrics that will prove your success

Sponsorship Quest

- Senior Management
- Knowledge Thought Leaders (those that communicate the vision in your organization)
- Librarians/KM professionals
- Knowledge workers

The Future of KM?



Bibliography

- Knowledge Management in a Changing World
- Aligning Through Knowledge Management
- Making Knowledge Management Work for Your Organization
- Management & Leadership in the Knowledge Domain

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Thank you!