

# Course : Knowledge Management, getting organized in the digital age

*Synthesis course - 2d - 14h00 - Ref. LEG*

*Price : 1720 € E.T.*

The aim of this course is to introduce you to a new approach to knowledge management adapted to digital transformation. You'll discover the different tools, methodologies and best practices you can use to help your organization capitalize on this knowledge.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Discover what Knowledge Management (KM) is
- ✓ Identify the specifics of a digital KM approach
- ✓ Adopt an approach to setting up an organization's knowledge management environment
- ✓ Assessing the tools needed to manage knowledge

## Intended audience

Heads of business departments, IT managers and anyone involved in a Knowledge Management project.

## Prerequisites

No special knowledge required.

## Course schedule

### 1 Introduction to Knowledge Management (KM).

- Managing knowledge is a major challenge for companies.
- Corporate knowledge: theory and practice.
- A historical perspective on Knowledge Management.
- Capitalization approach. Collaborative approach.
- Global approaches.

### Group discussion

Knowledge in companies. Evaluation of different KM approaches.

### PARTICIPANTS

Heads of business departments, IT managers and anyone involved in a Knowledge Management project.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## 2 KM in the digital age

- Introduction to digital transformation.
- Impact of digital transformation on organizations and KM.
- Towards a new approach to KM.
- The knowledge management environment (Digital Workplace, governance and support systems).
- Deployment principles.

### Storyboarding workshops

Impact of digital transformation on KM. Knowledge management environment.

## 3 KM and the Digital Workplace

- Content management and its main services.
- Collaboration and its main services.
- The social sector and its main services.
- Content analysis and its main services.
- Usability of knowledge (accessibility, quality and safety).

### Group discussion

The usability of knowledge.

## 4 Implementation approach

- Deployment approach.
- Developing a vision. Implementing the vision.
- Remove potential obstacles.
- Building an agile approach.

### Case study

Drawing up a vision and implementing it in the Digital Workplace.

## 5 Setting up collaboration

- Overview of collaboration services.
- Set up collaborative workspaces.
- Virtual communities to help each other.
- Facilitate the location of expertise.
- Set up a support system for collaborative innovation.

### Example

Implementing virtual communities.

## 6 Implement content management and analysis

- Overview of content management and analysis services. Deploying content management.
- Set up a knowledge base.
- Deploy a cross-functional search engine.
- Content analysis technologies for knowledge enhancement.

### Example

Implementation of knowledge bases.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 25 June