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**Methods and tools for knowledge management - Part 5:
Organization knowledge management maturity assessment**

知识管理方法和工具 第5部分：组织知识管理成熟度评估

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

This document is Part 5 of GB/T 41304 Knowledge Management Methods and Tools. GB/T 41304 has been published in the following parts.

- Part 1: Process knowledge management;
- Part 2: Design rational knowledge modeling;
- Part 3: Conference knowledge management;
- Part 4: Knowledge extraction;
- Part 5: Organizational knowledge management maturity assessment.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is submitted by the State Intellectual Property Office.

This document is under the jurisdiction of the National Technical Committee for Standardization of Knowledge Management (SAC/TC554).

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Introduction

When an organization introduces and implements knowledge management, it should objectively and systematically diagnose and analyze the actual status and level of its current knowledge management.

If we cannot accurately assess the current status of knowledge management in an organization, it will be difficult to understand the organization's knowledge management status.

It is difficult to make appropriate suggestions or interventions based on local conditions and to sort out the advantages and disadvantages of knowledge management.

and effectively plan work plans related to knowledge management, and at the same time, it is impossible to conduct business with external companies implementing knowledge management based on the same standards.

In order to better help organizations implement knowledge management and promote the continuous improvement of their knowledge management capabilities, an effective Knowledge management maturity assessment method and tool. Through this method and tool, the core links and fields involved in knowledge management can be assessed.

Quantitative assessment and ultimately determine the organization's true knowledge management capabilities.

At the same time, the development of an organization in knowledge management is also a dynamic process. The evaluation methods and tools can also enable the organization's knowledge management The status is clearly defined, managed, controlled and maintained. As a useful input, the results of the periodic knowledge management status assessment can also be used to To provide a data basis for the organization's longer-term knowledge management mid- and long-term planning.

Implementing knowledge management maturity assessment is of great significance to the organization. It usually has the following purposes.

- a) Provide a comprehensive evaluation index for organizational knowledge management implementation and accurately grasp the maturity level of knowledge management capabilities;
- b) Sort current knowledge management tasks, set priorities, and identify key tasks;
- c) Propose suggestions for improving organizational knowledge management and indicate the direction of knowledge management development;
- d) Set quantifiable goals for each stage to guide the continuous improvement of knowledge management capabilities;
- e) Provide reference for the planning and design of the organization's knowledge management system.

Knowledge management methods and tools are intended to establish the principles for the acquisition, storage, sharing and application of knowledge. GB/T 41304 is intended to consist of five parts. constitute.

- Part 1: Process knowledge management. The purpose is to establish the concept, boundaries and scope, classification and expression of process knowledge.
- Part 2: Design rational knowledge modeling. The purpose is to establish a general method for design rational knowledge modeling.
- Part 3: Conference knowledge management. The purpose is to establish the method of conference knowledge management and provide reference for the development of relevant conference management software tools.

Provide technical basis or reference for development, evaluation and improvement.

- Part 4: Knowledge Extraction. The purpose is to standardize the principles of knowledge extraction and provide the process and methods of knowledge extraction.
- Part 5: Organizational knowledge management maturity assessment. The purpose is to assess the organization's knowledge management capabilities.

Knowledge management methods and tools Part 5: Organizational Knowledge Management Maturity Assessment

1 Scope

This document specifies the organizational knowledge management maturity model, levels, assessment domains and evaluation methods.

This document is applicable to the assessment of knowledge management capabilities of all types of organizations.

2 Normative references

GB/T 23703.2

3 Terms and Definitions

The terms and definitions defined in GB/T 23703.2 and the following apply to this document.

3.1 maturity model

A model used to describe the process of an entity's state evolving over time.

3.2

The management capabilities and degree of perfection achieved by an organization in establishing, implementing, maintaining and continually improving its knowledge management system.