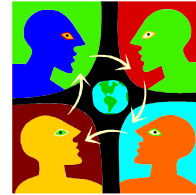# Day 1 Closing Remarks

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Government Agency Communications, Knowledge-Sharing, and Collaboration Conference

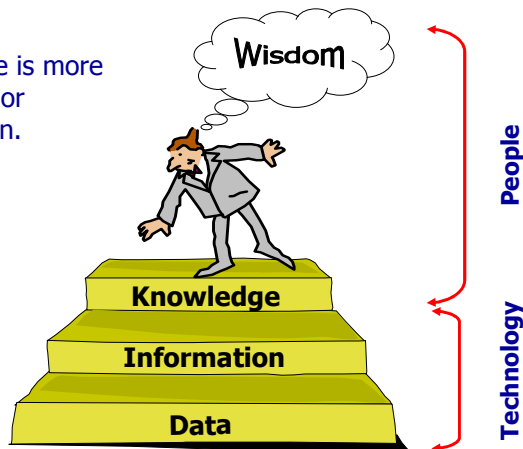**Giora Hadar**
Knowledge Architect
June 13, 2006

What is knowledge?

Knowledge is more than data or information.

Wisdom

People

Knowledge

Information

Data

Technology

2

Vive la difference

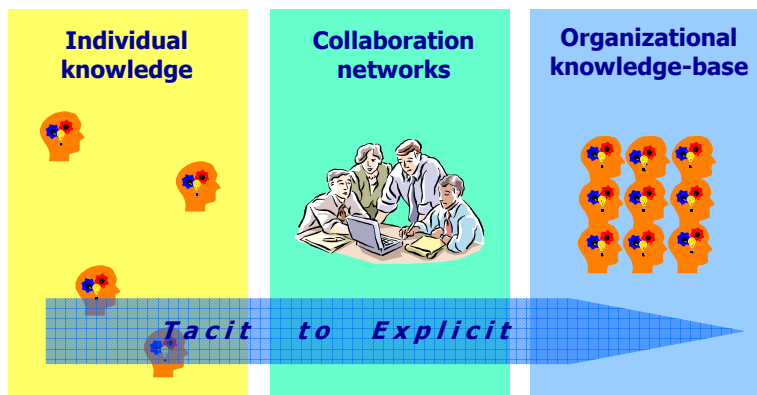**You're outside Washington driving to the airport to catch a plane to New York for a meeting:**

- ▸ *Data:* **10, 34, 25.**
- ▸ *Information:* **A weather station 10 miles from Dulles Airport reports sleet, temperature 34 degrees, wind out of the west at 25 mph.**
- ▸ *Knowledge:* **You know the weather will cause delays or cancellations and you may miss your meeting.**
- ▸ *Wisdom:* **You reserve a seat on the next Acela train so you get to your meeting on time.**

3

Our key challenge

Capturing and sharing knowledge.

Individual knowledge	Collaboration networks	Organizational knowledge-base

Tacit to Explicit

Is culture change the real first step?

4

People vs. IT

- **Knowledge is human-based – IT is only part of the solution.**
- **IT's role is in data and information processing.**
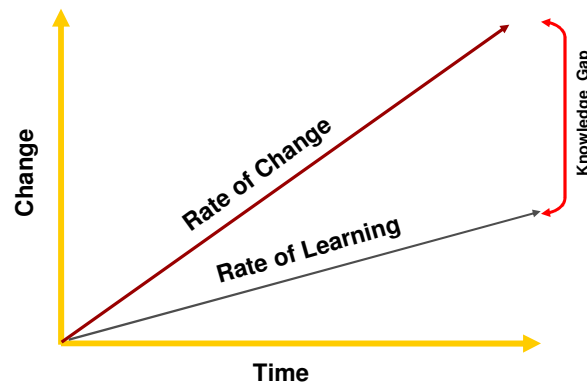- **Humans possess knowledge and wisdom.**

5

We have to keep up

Organizations are changing faster than staff's ability to keep up with new information.

6

A duo

✈ *Assets:* **Agency resources.**

✈ *Capabilities:*

▸ **What the agency does with these assets.**

▸ **Knowledge based, organization specific resources that combine action and cognition.**

7

4