

**CIO Council**  
**Business Case Worksheet**  
**Knowledge Management Committee**

*Education, Learning and Development SIG*

**Objective 1.0:** To provide government employees with easy access to and information about knowledge management learning opportunities, including academic programs, classroom training, distributed learning, certification and standards, and educational speakers and events

The focus should be on identifying initiatives that will begin in FY2000 and FY2001. For these initiatives, the entire form should be completed. Sections A, C, D, and G should be completed for initiatives that will begin in FY2002 and later.

**Initiative 1.1:** KM information broker

*Initiatives: Clearly defined projects with milestones that define what is to be accomplished, when it is to be accomplished, how much time and what resources are required, and who will be responsible. Taken together, initiatives deploy resources to accomplish the goals and objectives.*

**A. Brief Description of Initiative**

*Briefly address the: who, what, where, when, how, and why of this initiative.*

Using the "KM.Gov" home site, the initiatives would provide a web page that features categories such as: classroom courses, certificate programs, distance learning, KM events/calendar, and speakers available.

\*Offer multi-level distance learning courseware via the KM.GOV web site

\*Contact colleges that cover the various elements of the 14 KM elements

\*Identify certification opportunities

\*Provide speakers for KM education

\*Provide a calendar or list of KM events via the web site

**B. Associated Affinity Group(s) Activities**

*Briefly describe the actions by various affinity groups related to this initiative.*

Assist HR Council on developing the KM career paths (various levels)

Work with DoD Acquisition KM Working Group and DAU to combine forces where possible

Co-sponsor CKO certification programs at NDU (modeled after the CIO Cert)

---

*A business case is the business, economic, social, and regulatory motivations for pursuing the initiative; stated in terms of resource requirements, benefits, and risk. Articulates how initiatives support stated goals and objectives*

**C. Milestone Schedule and Description**

*By fiscal year, include dates for initiative start, initiative end, key decisions, deliverables, and events. Identify who is responsible.*

FY 2002 work with similar groups to initiate the certification program, generate a speakers list and provide speakers on KM education, and start a list of events.  
Responsible committee members include Beth Serepca, Rex McHail and Dr. Robert Neilson.

**D. Benefits**

*Describe how and how much the initiative contributes to the objective.*

Recognizing that we all learn in different ways, this initiative offers a variety of educational approach opportunities – all from one starting point. (“tailorable, one stop KM shopping”)

**E. Measures**

*Quantify how you will know if this initiative has been successful. State the measure(s).*

By the number of colleges offering KM certification using the 14 elements  
By the number of speaking engagements throughout the year  
By the increasing number of reciprocal agreements between education sources (e.g. NDU courses accepted at GMU or GWU, and vice versa)  
By increasing requests from education provides to be included in our listings

**F. Risk**

*Briefly describe any risks associated with implementing this initiative.*

Raised expectations are dangerous if we can't keep up with them

*Briefly describe any risks associated with not implementing this initiative.*

KM not being understood as a useful tool and as a vital part of capturing knowledge through workforce planning.

Continued ad hoc approach to KM certification and accreditation

Continuation of “not invented here” by vendors and providers.

**G. Cost**

*How much will the resources required for this initiative cost?*

*A business case is the business, economic, social, and regulatory motivations for pursuing the initiative; stated in terms of resource requirements, benefits, and risk. Articulates how initiatives support stated goals and objectives*

|  |
|--|
| <u>FY2000: 0</u>                                       |
| <u>FY2001: 0</u>                                       |
| <u>FY2002: possibly web content management support</u> |
| <u>FY2003: _____</u>                                   |
| <u>FY2004: _____</u>                                   |
| <u>FY2005: _____</u>                                   |
| <u>FY2006: _____</u>                                   |

---

*A business case is the business, economic, social, and regulatory motivations for pursuing the initiative; stated in terms of resource requirements, benefits, and risk. Articulates how initiatives support stated goals and objectives*