

Item 4.2: Information and Knowledge Management (45 pts.)**How do you manage organizational information and knowledge?**

Describe **HOW** your organization ensures the quality and availability of needed data and information for **EMPLOYEES**, suppliers and **PARTNERS**, **collaborators**, and **CUSTOMERS**.

Describe **HOW** your organization builds and manages its **KNOWLEDGE ASSETS**.

Within your response, include answers to the following questions:

4.2a. Data and Information Availability

- (1) **HOW** do you make needed data and information available?
HOW do you make them accessible to **EMPLOYEES**, suppliers, **PARTNERS**, **collaborators**, and **CUSTOMERS**, as appropriate?
- (2) **HOW** do you ensure that hardware and software are reliable, secure, and user friendly?
- (3) **HOW** do you ensure the continued availability of data and information, including the availability of hardware and software systems, in the event of an emergency?
- (4) **HOW** do you keep your data and information availability mechanisms, including your hardware and software systems, current with business needs and directions and with technological changes in your operating environment?

4.2b. Organizational Knowledge Management

HOW do you manage organizational **KNOWLEDGE** to accomplish the following:

- the collection and transfer of **EMPLOYEE KNOWLEDGE**
- the transfer of relevant **KNOWLEDGE** from and to **CUSTOMERS**, suppliers, **PARTNERS**, and **collaborators**.
- the rapid identification, sharing, and implementation of best practices

4.2c. Data, Information, and Knowledge Quality

HOW do you ensure the following properties of your data, information, and organizational **KNOWLEDGE**:

- accuracy
- integrity and reliability
- timeliness
- security and confidentiality

Notes:

N1. Data and information availability (**4.2a**) are of growing **IMPORTANCE** as the Internet, e-business, and e-commerce are used increasingly for business-to-business, **organization-to-organization**, and business-to-consumer interactions and as intranets become more **IMPORTANT** as a major source of organization-wide communications.

N2. Data and information access (**4.2a[1]**) might be via electronic or other means.

For additional description of this Item, see [4.2 Information and Knowledge Management Description](#).

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Key: [CAPS](#) link to [GLOSSARY](#) terms; **Red** words link **CORE VALUES**; **Yellow** identifies new 2006 words; [Best Practices](#); [Application Information Capture Templates](#)