



OAKS Knowledge Management Plan

Prepared

for

The State of Ohio

OAKS Project

Prepared By

Accenture

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Record of Review and Changes

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Embedded Deliverable Tracking Form:

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"Document
Deliverable Tracking

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1 Introduction

1.1 Document Overview

The Knowledge Management Plan (KMP) is used by the project to document the knowledge assets, work products, measures, measurement results, and process improvement information that are submitted to the knowledge repository and the sponsoring organization. The purpose of this document is to ensure that projects make their latest and best knowledge capital available for other project teams to view and reuse and for the organization to improve its processes. Project estimates and actuals are used to improve the estimating models.

The Knowledge Plan should include the following information that the project submits:

- Key deliverables
- Demo/prototypes
- Training and educational material
- Business processes and metrics
- Project management plans, processes, and procedures
- Project improvement results
- Project estimates and actuals

1.2 Responsibility For the Plan

The KMP was prepared by the OAKS Knowledge Champion (Andrew.Gordon@oaks.state.oh.us), who is also responsible for updating it with any significant changes.

1.3 Roles and Responsibilities

Knowledge Champion

- Write and maintain the OAKS KMP
- Submit new and updated knowledge capital to the OAKS KX Liaison at least once a quarter
- Respond to inquiries from external (to OAKS) Accenture employee pertaining to the OAKS program
- Provide project reference information to Accenture personnel in support of proposals or similar business development activities

Accenture KX Liaison

- Receive (from OAKS Knowledge Champion), process and post knowledge capital to the Accenture KX. The KX Liaison (Edwin Lopez – Edwin.jose.v.lopez@accenture.com) will scrub all knowledge assets to verify that sensitive or inappropriate information is not posted to the Accenture KX.



Ohio Administrative Knowledge System

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- Provide PPQA feedback on the OAKS KMP
- Provide knowledge exchange related support to the OAKS program

Accenture QPI Liaison

- Verify that all knowledge capital submitted to the KX is in accordance with standards set forth in Accenture Delivery Methods

2 OAKS Knowledge Management Plan

The OAKS KMP is an Excel document that can be accessed by double clicking on the following embedded object:



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