

A Knowledge System is:

A collection of job-relevant information, learning experiences and performance tools, accessible to employees when and where needed, that enables them to achieve performance standards and planned results; effectively, efficiently and safely.

A Knowledge System includes:

- ✍ ✍ Documented Best Practices: Descriptions (printed and on-line), which detail previously identified/encountered problems and their solutions, as well as ideas, applications, techniques and strategies that have proven successful.
- ✍ ✍ Expert Directories: Lists of who to contact about specific issues.
- ✍ ✍ Glossaries of business/industry-specific nomenclature and terminology.
- ✍ ✍ Performance Tools including:
 - ✍ ✍ Checklists for recurring tasks,
 - ✍ ✍ Quick-Reference Guides
 - ✍ ✍ Templates
 - ✍ ✍ Tip Sheets
 - ✍ ✍ Process Charts and
 - ✍ ✍ "Recipes"
- ✍ ✍ Procedure, Policy, Practice or Process Manuals (on-line/printed) that clearly describe "How To" information that describes, prepares and prompts employees to correctly perform duties and tasks.
- ✍ ✍ Training, which may involve one or more methods, including:
 - ✍ ✍ Formal, instructor-led classes and courses
 - ✍ ✍ Informal, one-on-one job instruction and coaching
 - ✍ ✍ Self-Paced, Student-Centered individual learning using:
 - ✍ ✍ Books
 - ✍ ✍ Audio tapes
 - ✍ ✍ Video tapes
 - ✍ ✍ Multimedia Computer-based training or,
 - ✍ ✍ Distance learning using
 - ✍ ✍ Video conferencing and
 - ✍ ✍ Internet/intranet instruction