The Future of Knowledge Management
A Vision For 2020

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Predicting The Future Can Be Risky Business
This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us.

A memo at Western Union, 1878
Where a calculator on the ENIAC is equipped with 18,000 vacuum tubes and weighs 30 tons, computers in the future may have only 1,000 vacuum tubes and weigh only 1.5 tons.

Popular Mechanics, March 1949
Transmission of documents via telephone wires is possible in principle, but the apparatus required is so expensive that it will never become a practical proposition.

New technology emerges DAILY
HERE
ARE
YOU
Four Key Themes
Key Theme #1

Anticipatory delivery of knowledge improves application and impact.
Key Theme #1
Anticipatory Delivery of Knowledge

According to...
Try this...
In my experience...
Help?
Key Theme #1
Anticipatory Delivery of Knowledge

Need lime kiln experts in hot...

I am starting an ergonomic study...

I’m planning a series...

I recommend...
Key Theme #2

Connecting people remains the best way to transfer knowledge

Photo: Phil Hilfiker
Key Theme #2
Connecting People
Key Theme #2
Connecting People
Key Theme #3

Connected knowledge and the power of knowledge discovery
Key Theme #3
Connected Knowledge
Key Theme #3
Connected Knowledge

22,000
3,500
1.7 million
48
10,700
500
400,000
Key Theme #3
Connected Knowledge

Connected knowledge encourages discovery
Knowledge management is embedded in everything we do.
Knowledge management is embedded in everything we do.
Key Theme #4

Accelerated expertise development is crucial as the baby boomers retire.
10,000 Hours
HERE ARE YOU
Four Key Themes
Hike your own hike
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