



International School of  
Information Management  
University of Mysore

## Information and Knowledge Audit - A Practical Introduction One-Day Management Workshop January 11, 2007

**Venue**  
Hotel Atria  
Bangalore

**Workshop  
Fee**  
INR 3000/-

**Registration  
before  
5 Jan' 07**  
INR 2500/-

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Registration forms  
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**For Enquiries:**  
Angrosh  
9886970411

### Background and Context

Managing information and know-how is a challenging task in most organizations, as knowledge comes in many forms. Public service organizations face different knowledge management (KM) issues than SME or large corporations. Information and knowledge audits are foundations of KM strategy development and have become established organizational practices.

### Objectives of the Workshop

- Introduce participants to practical ways of assessing strategic information and knowledge assets.
- Provide hands-on training on KM tools used by many organizations starting KM projects

### Target audience

- Information and Knowledge Professionals
- Content Managers
- Information Architects
- Intranet and Portal Managers
- Project managers with cross-departmental experience

### Takeaways

- Knowledge of practical ways of assessing strategic information and knowledge assets
- Hands-on knowledge about KM tools

### Topics Covered:

- Information audit basics — definitions, reasons for conducting information audit, problems it can solve, introducing the model.
- Different approaches to information audits and knowledge audits.
- information audit to knowledge management—user needs analysis.
- Project management of an audit; focus groups involvement, management support, communications, resourcing, scope.
- Work out sessions on Information and Knowledge Audit tools and methods.

### Workshop Programme:

- Introduction and Hands-on training on KM tools (pre-lunch)
- Workout sessions and Case Studies (post-lunch)

### Facilitators

**Ms. Waltraut Ritter**, Research Director, Knowledge Enterprises, Hong Kong  
**Mr. Ritendra Banerjee**, General Manager, Satyam Computers Ltd., Hyderabad  
**Dr. Shalini R. Urs**, Executive Director, ISiM, University of Mysore, Mysore

Please send filled in registration forms to:  
International School of Information Management, University of Mysore, Manasagangotri, Mysore 570 006  
Tel: +91-821-2514699; Fax: +91-821-2519209; Email: [office@isim.ac.in](mailto:office@isim.ac.in); Website: [www.isim.ac.in](http://www.isim.ac.in)