Knowledge Loss Risk Assessment

KM KNOWLEDGE MANAGEMENT

One of the objectives of Knowledge Management is to determine what information is critical to an organization and what will happen if that information is lost. This necessary and essential knowledge is sometimes uncommon, undocumented, and resides with employees. This assessment will help you determine if there are any operations or processes in your organization at risk by evaluating the following:

a. **Quality:** gaps in the knowledge.
b. **Access:** no one knows where it is, or it is challenging to access.
c. **Flow:** it does not move from those who have it to those who need it.
d. **Uniqueness:** very few people have this knowledge.
e. **Talent Drain:** there is a risk of losing knowledge due to talent movement. (promotions, job transfers, retirement, turnover, etc.)

Knowledge Integrity:

1. Do any employees have unique or critical expertise or knowledge beyond anyone else in the organization? (Knowledge must be critical or unique. Someone being good or the best at their job is insufficient to being critical or unique) ☐ Yes ☐ No

2. Is this employee the primary source or among the key sources of this knowledge at SoCalGas? ☐ Yes ☐ No

3. If you answered Yes to number 2, clarify who else may have this knowledge.
   - ☐ There is no other SoCalGas employee with this knowledge.
   - ☐ There is only a small group of other SoCalGas employees with this knowledge.
   - ☐ I don't know.

4. Is this knowledge <u>undocumented</u> or challenging to access if needed? ☐ Yes ☐ No

5. If this knowledge were lost, would the employee's work team be unable to perform the work without excessive costs or productivity loss? ☐ Yes ☐ No

6. Would the loss of this knowledge negatively impact others who depend on or interact with this employee's work team? ☐ Yes ☐ No

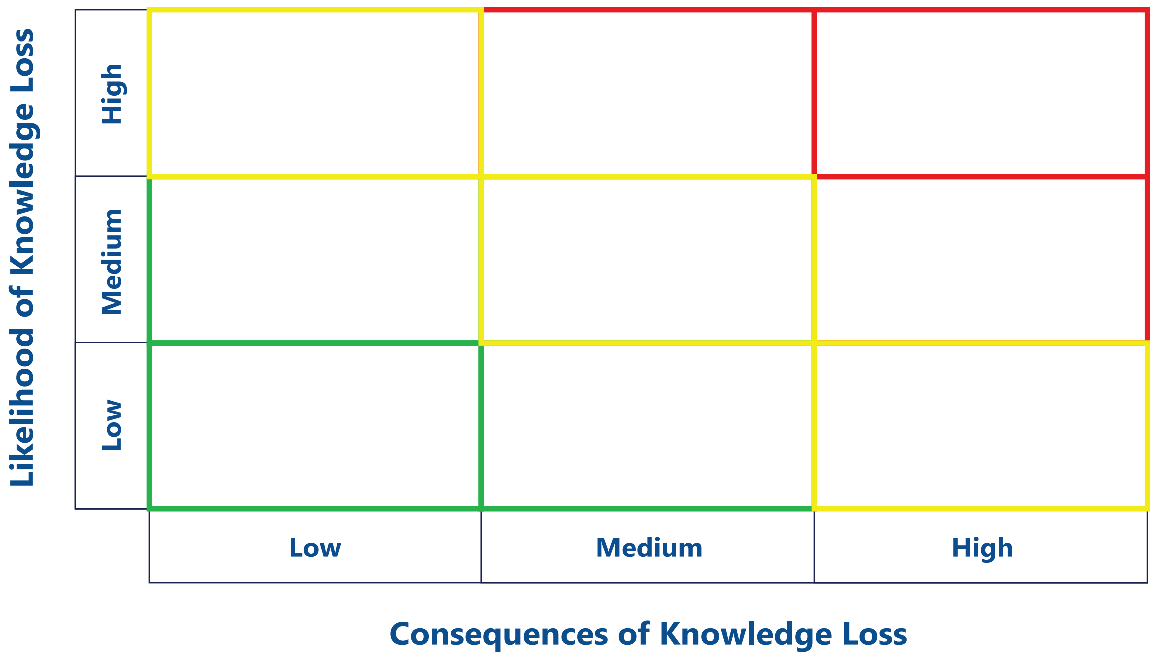
7. Would the loss of this employee's tacit knowledge be most apparent in times of emergencies and crises and is critical to reliability or safety? ☐ Yes ☐ No

Knowledge Prioritization:

- After identifying gaps in the integrity of the organization's knowledge, decide how to prioritize action items and knowledge needs. Use the Knowledge Loss Risk Matrix below:

  Green = Low Risk, Yellow = Medium Risk, Red = High Risk

- Knowledge areas with high knowledge loss risk and increased consequences of knowledge loss should be prioritized above others.



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