

KM Tool Characterization Framework Worksheet

Tool Name	
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Scenario	What is the business and/or organizational context?
For what business problems or functions is the tool being considered?	

Type of Tool	What kind of tool is this? (Pick One)
<input type="checkbox"/> Technology Hardware, software, and associated data (automated, mechanized)	Rationale
<input type="checkbox"/> Method Strict rules, formula, and algorithmic behavior (ways of behaving)	
<input type="checkbox"/> Practice Characterized by well-defined heuristics (ways of thinking)	

Agent Impacts	Who uses the tool and for what?																				
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%; padding: 5px;">Agent Type</th> <th style="width: 5%; padding: 5px;">L</th> <th style="width: 5%; padding: 5px;">M</th> <th style="width: 5%; padding: 5px;">H</th> <th style="width: 25%; padding: 5px;">Description</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Individual Agents People</td> <td style="text-align: center; padding: 5px;">F</td> <td style="text-align: center; padding: 5px;">F</td> <td style="text-align: center; padding: 5px;">F</td> <td></td> </tr> <tr> <td style="padding: 5px;">Automated Agents Hardware, software, and machines</td> <td style="text-align: center; padding: 5px;">F</td> <td style="text-align: center; padding: 5px;">F</td> <td style="text-align: center; padding: 5px;">F</td> <td></td> </tr> <tr> <td style="padding: 5px;">Organizational Agents Organized collections of agents</td> <td style="text-align: center; padding: 5px;">F</td> <td style="text-align: center; padding: 5px;">F</td> <td style="text-align: center; padding: 5px;">F</td> <td></td> </tr> </tbody> </table>	Agent Type	L	M	H	Description	Individual Agents People	F	F	F		Automated Agents Hardware, software, and machines	F	F	F		Organizational Agents Organized collections of agents	F	F	F		
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Who's behavior is affected through the application of the tool and in what ways?																					
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Organizational Impacts	How are the different levels of the organization affected by this tool?			
Organizational Level	L	M	H	Description
High-level Enterprise-wide, strategic goals and objectives, long-term impacts	F	F	F	
Mid-level Individual business unit or function, program and project-level functions	F	F	F	
Low-level Task-level, work packages, individual decisions and actions	F	F	F	

Artifact Interactions	What knowledge artifacts does the tool interact with?			
Inputs (used by)	L	M	H	Description and input specifications
Explicit Written, spoken, digital, etc.	F	F	F	
Implicit Incomplete and context-dependent	F	F	F	
Tacit Know but can't say; can't make explicit	F	F	F	
Outputs (or affected by)	Description, output specifications, and transformations			
Explicit Written, spoken, digital, etc.	F	F	F	
Implicit Incomplete and context-dependent	F	F	F	
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Outputs (or affected by)	Description, output specifications, and transformations			
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Implicit Incomplete and context-dependent	F	F	F	
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Behavioral Impacts	What are the impacts of the tool in each activity area?			
Activity Area	L	M	H	Description
Creation Development, capture, acquisition	F	F	F	
Retention Storage, maintenance, availability	F	F	F	
Transfer Transport, translation, communication	F	F	F	
Utilization Enabling actions and decisions	F	F	F	

Focus	Which set of interactions does the tool target? (Pick One)
<input type="checkbox"/> Agents Tool enables actions and decisions; modifies agent behaviors	Rationale
<input type="checkbox"/> Artifacts Tool is optimized around creation, retention, or transfer of artifacts	
<input type="checkbox"/> Behavior Tool improves process efficiency, integrates processes	

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Behavioral Impacts	What are the impacts of the tool in each activity area?			
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KM Tool Characterization Framework Summary

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Scenario	What is the business context? For what business problem is the tool being considered?			
Type of Tool	What kind of tool is this?			
<input type="checkbox"/> Technology <input type="checkbox"/> Method <input type="checkbox"/> Practice				
Agent Impacts	L	M	H	Who uses the tool and how?
Individual Agents	F	F	F	
Automated Agents	F	F	F	
Organizational Agents	F	F	F	
				Who's behavior is affected through the use of the tool and how?
Individual Agents	F	F	F	
Automated Agents	F	F	F	
Organizational Agents	F	F	F	
Organizational Impacts	How are the different levels of the organization affected by this tool?			
High-level	F	F	F	
Mid-level	F	F	F	
Low-level	F	F	F	
Artifact Interactions	What knowledge artifacts are used by (input to) the tool?			
Explicit	F	F	F	
Implicit	F	F	F	
Tacit	F	F	F	
				What knowledge artifacts are output from (or affected by) the tool?
Explicit	F	F	F	
Implicit	F	F	F	
Tacit	F	F	F	
Behavioral Impacts	What are the impacts of the tool in each activity area?			
Creation	F	F	F	
Retention	F	F	F	
Transfer	F	F	F	
Utilization	F	F	F	
Focus	Which set of interactions does the tool target?			
<input type="checkbox"/> Agents <input type="checkbox"/> Artifacts <input type="checkbox"/> Behavior				