

## LIST OF TERMS

- AAR : Technique to evaluate captured lessons upon completion of a project. It allows project team member to discover what happened, why it happened, and how to sustain strengths and improve on weakness.
- Accelerators : Factors that help speed up the KM initiative inside the organization. The factors include company's vision & mission, leadership, technology, people, process.
- APO : Assessment tools to measure knowledge maturity developed for Asian company.
- Collaborative  
Virtual  
Workspace : KM Initiatives that enables people to work together, irrespective of where they are physically located using the median internet technology.
- CoP : KM Initiatives involving creating a group to share and create common skills, knowledge, and expertise among employees by a larger number.
- Implementat-  
ion : The act of carrying out knowledge program.
- KM : Collective management of knowledge to help organizations take action, compete more effectively and achieve their goals.
- KM  
Initiatives  
Program : Program that is designed as an initiatives to achieve knowledge objective program.
- KMMM : Knowledge Management Maturity Model, a structured collection of elements that described the levels of KM maturity in an organization.
- Knowledge  
Café : Knowledge program that involves group of people

- Maturity Level : Evolutionary stages that establishes a level of capacity for improving workforce capability. Each maturity level specifies certain characteristics for processes with higher the level are the better the chance to achieve the organization goals.
- Pilot Program : Experimental trial, is a small-scale, short-term experiment that helps an organization learn how a large-scale project might work in practice.
- Program Plan : Plan to create knowledge management program.
- Storytelling : Storytelling is conveying of events in words, images, and sounds often by improvisation or embellishment.
- Timeline : Graphic representation of chronological arrangement of events in the order of their occurrence.
- VOIP : Voice Over Internet Protocol, Communication between employees using Internet as median, such as video call.