1. **Establishing an enterprise knowledge culture**
   1. Establishing an enterprise knowledge culture
   2. Develop and deploy knowledge-based enterprise vision and strategy
   3. Articulate knowledge-based enterprise vision through mission statement
   4. Determine enterprise core competencies (knowledge assets)
   5. Design knowledge-based enterprise structure and relationships between enterprise units
   6. Develop and manage enterprise knowledge values
   7. Develop and encourage role models (including knowledge leaders/champions)
   8. Encourage tolerance (including learn by doing, torerating mistakes ,encouraging experimentation)
   9. Ensure timely communication( including real-time feedback)
   10. Develop and manage enterprise knowledge behaviors
   11. Recognize/reward employees for knowledge-based behaviors
   12. Develop and promote community(interdependency and communities of interest)
   13. Develop and promote trust(between individuals, communities and stakeholders)
   14. Develop and manage enterprise knowledge systems/processes
   15. Develop external focus
   16. Develop/acquire technologies enabling knowledge sharing
   17. Develop and manage knowledge-based people practices
   18. Develop and manage knowledge-based performance management
   19. Create and manage knowledge-based human resources strategy
   20. Identify enterprise strategic knowledge worker requirements
   21. Ensure knowledge worker involvement
   22. Analyze, design or redesign work
   23. Analyze, design or redesign work environment
   24. Define work competencies
   25. Manage deployment of knowledge workers
   26. Plan and forecast workforce requirements
   27. Develop succession and career plans
   28. Recruit, select and hire knowledge workers
   29. Measure knowledge-based enterprise performance
   30. Communicate/report enterprise knowledge policy and goals
2. **Developing knowledge workers through senior management leadership**
   1. Developing knowledge workers through senior management leadership
   2. Develop and deploy enterprise management style which encourages the acquisition, sharing and application of knowledge for enterprise value creation
   3. Provide financial and non-financial support for managing knowledge
   4. Operate a knowledge council to ensure deployment of knowledge strategy
   5. Deploy enterprise knowledge strategy under guidance of chief knowledge officer
   6. Encourage and support enterprise knowledge strategy and approach
   7. Develop and train knowledge leaders
   8. Identify and develop knowledge management/leadership competencies
   9. Identify and develop knowledge mentors, champions and managers
   10. Provide resources and support for knowledge leaders
   11. Establish good corporate governance through an enterprise knowledge strategy
   12. Recognize/reward knowledge leaders measure effectiveness of knowledge leaders
   13. Communicate/report enterprise management leadership/support for managing knowledge
3. **Developing and delivering knowledge-based products/services/solutions(innovation capability)**
   1. Developing and delivering knowledge-based products /services/solutions(innovation capability)
   2. Develop and deploy enterprise knowledge creation and innovation strategy
   3. Develop and train workforce in idea generation and innovation
   4. Create and manage idea generation programs
   5. Involve customers and suppliers in the development of knowledge-based goods and services
   6. Manage knowledge creation(e.g., brainstorming, strategizing, research and development ,synthesizing, innovation, and learning experiences)
   7. Increase/expand enterprise knowledge through research and development
   8. Develop cross-functional innovation/development teams
   9. Manage transfer of knowledge and ideas to 'points of action'
   10. Employ knowledge sharing technology for innovation
   11. Recognize/reward innovators
   12. Develop knowledge-based goods and services
   13. Manage the production and/or service of knowledge-based goods and services
   14. Measure value created from knowledge creation and innovation
   15. Communicate/report value creation from innovation
4. **Success in maximizing the value of enterprise intellectual capital**
   1. Success in maximizing the value of enterprise intellectual capital
   2. Develop and deploy enterprise intellectual capital (human, customer and enterprise capital) strategy
   3. Develop and train workforce in intellectual capital concepts and tools
   4. Develop tools and techniques to manage and measure intellectual capital
   5. Visualize intellectual capital
   6. Map intellectual capital
   7. Manage and expand intellectual capital
   8. Manage and expand human capital(individual capabilities ,competencies, knowledge skills ,experience ,etc.)
   9. Manage and expand customer/stakeholder capital(relationships and alliances ,including brand recognition, loyalty, retention, reputation, etc)
   10. Manage and expand enterprise capital(intellectual assets and intellectual property)
   11. Manage and expand intellectual assets(visible assets ,e.g., systems ,processes, concepts and models, databases, plans, procedures, drawings, document
   12. Manage and expand intellectual property(legally protected intellectual assets, e.g., patents, copyrights, trademarks and trade secrets)
   13. Protect knowledge assets
   14. Recognize/reward employees for increasing enterprise intellectual capital
   15. Prepare budgets based on intellectual capital as well as financial capital requirements
   16. Use information technology to manage and measure intellectual capital
   17. Measure intellectual capital
   18. Communicate/report intellectual capital within enterprise
   19. Communicate/report intellectual capital to external stakeholders
   20. Communicate/report intellectual capital to external stakeholders
5. **Creating and sustaining an environment of knowledge sharing**
   1. Creating and sustaining an environment of knowledge sharing
   2. Develop and deploy enterprise knowledge sharing strategy
   3. Develop and train workforce in knowledge sharing concepts and tools
   4. Develop tools and techniques for knowledge sharing(e.g., internet ,intranets, communities of practices, action learning, storytelling, blogs, wikis, social networking, team working, etc.)
   5. Manage and improve knowledge value chain
   6. Determine needed knowledge
   7. Determine available knowledge
   8. Determine knowledge gap
   9. Develop/buy knowledge
   10. Manage and promote knowledge sharing
   11. Manage and promote internal enterprise knowledge sharing
   12. Manage and promote external knowledge sharing with customers
   13. Manage and promote external knowledge sharing with suppliers/partners
   14. Develop knowledge sharing concepts and skills
   15. Develop tacit-explicit knowledge sharing concepts and skills
   16. Develop tacit-tacit knowledge sharing concepts and skills
   17. Develop and manage knowledge sharing
   18. Acquire knowledge
   19. Develop and manage acquisition of enterprise knowledge
   20. Develop and manage acquisition of external knowledge
   21. Evaluate knowledge
   22. Structure knowledge
   23. Transfer and apply knowledge
   24. Evaluate use of knowledge
   25. Use collaborative tools for knowledge sharing(including wikis and social networking)
   26. Support communities of practice
   27. Develop and maintain corporate intranets for knowledge sharing
   28. Develop and manage knowledge databases
   29. Develop and manage knowledge databases for knowledge sharing(e.g., expert yellow pages, employee competencies, customers, etc.)
   30. Mine and extract knowledge from internal and external knowledge databases
   31. Transfer best practices gained from knowledge sharing
   32. Recognize/reward employees for knowledge sharing
   33. Measure enterprise value creation from knowledge sharing
   34. Communicate/report value creation from knowledge sharing

1. **Creating and sustaining an enterprise culture of continuous learning**
   1. Creating and sustaining an enterprise culture of continuous learning
   2. Develop and deploy enterprise learning strategy
   3. Develop knowledge-based enterprise learning and development program
   4. Define enterprise knowledge-based learning and development needs
   5. Align enterprise strategy with knowledge-based learning and development needs
   6. Develop and manage training and development program
   7. Monitor and measure training and development program
   8. Appoint chief learning officer to guide enterprise learning strategy
   9. Creating learning opportunities
   10. External learning(e.g., educational courses,customers/stakeholders,suppliers,benchmarking,competitive intelligence)
   11. Internal learning(e.g., communities of practice, teams, best practice transfer, intranet)
   12. Develop and manage corporate university
   13. Develop collaborations/partnership for accelerated enterprise learning
   14. Develop and/or acquire learning methodologies ,techniques and tools
   15. Use internet/intranet technologies for learning and training
   16. Develop and train employees
   17. Develop and deliver knowledge-based individual competencies training
   18. Develop knowledge-based team competencies training
   19. Develop functional/process competencies training
   20. Capture and exploit organizational learning
   21. Develop and manage knowledge database of employee skills and competencies
   22. Recognize/reward employees for learning
   23. Measure value creation from enterprise learning
   24. Communicate/report enterprise value creation of enterprise learning
2. **Managing customer/stakeholder knowledge to create value and enterprise intellectual capital**
   1. Managing customer/stakeholder knowledge to create value and enterprise intellectual capital
   2. Develop and deploy enterprise knowledge-based customer/stakeholder value management strategy
   3. Create and manage enterprise knowledge-based customer/stakeholder value management programs
   4. Monitor changes in markets or customer/stakeholder exceptions
   5. Create and manage customer/stakeholder value profiles
   6. create and manage customer/stakeholder value maps
   7. involve customers/stakeholders in developing knowledge goods/services
   8. create customer/stakeholder value chains
   9. develop and/or acquire tools and techniques to collect and gain value from customer/stakeholder knowledge
   10. collect and use knowledge gained from traditional marketing and competitive intelligence methods
   11. collect and use knowledge gained from customer surveys and feedback
   12. collect and use knowledge gained from customer call centers
   13. collect and use knowledge gained from internet help desks and customer service sites
   14. collect and use knowledge gained from customer loyalty clubs
   15. collect and use knowledge gained from electronic commerce
   16. collect and use knowledge gained from social networks
   17. develop and deploy information technology to collect and gain value from customer/stakeholder knowledge
   18. develop and manage customer/stakeholder knowledge bases
   19. develop tools and techniques to extract value from customer/stakeholder knowledge bases(e.g., data warehousing, data mining)
   20. develop new knowledge-based products/services based on customer/stakeholder knowledge
   21. measure changes in the customer/stakeholder value chain
   22. communicate/report changes in the customer/stakeholder value chain
3. **managing enterprise knowledge to generate shareholder/stakeholder value**
   1. managing enterprise knowledge to generate shareholder/stakeholder value
   2. develop and deploy an enterprise knowledge-based strategy for increasing shareholder/stakeholder value
   3. develop and deploy enterprise knowledge-based programs for increasing shareholder/stakeholder values
   4. map and measure knowledge value chains
   5. develop and manage knowledge-based value creation
   6. allocate and manage financial /non-financial resources to increase enterprise knowledge value chains
   7. use value analysis tools and techniques to measure knowledge-based shareholder/stakeholder value
   8. deploy information technology to transfer enterprise knowledge across the value chain(e.g., enterprise resource planning)
   9. measure change in enterprise shareholder/stakeholder value
   10. measure shareholder/stakeholder value based on enterprise human capital
   11. measure shareholder/stakeholder value based on enterprise customer capital
   12. measure shareholder/stakeholder value based on enterprise capital
   13. communicate/report on knowledge-based value creation
   14. communicate/report within enterprise
   15. communicate/report to the financial community
   16. communicate/report to shareholders/stakeholders
   17. communicate/report to other shareholders/stakeholders