

# 7 FAILURE MODES OF THE DOCUMENT-CENTRIC APPROACH

*Although the Document-Centric approach can store knowledge well, there are still many drawbacks that hinder your organization from effectively sharing and reusing knowledge. Before adopting this approach, consider these failure modes.*

## Knowledge is Difficult to Find

Knowledge stored in documents is hard to find regardless of the power of the search engine. Search engines do not help knowledge to be captured, refined, or to be useful.



## Knowledge Lacks Relevance to Re-User



Too often, end-users are flooded with documents where the majority of content is irrelevant to the immediate need of the end-user.

## Knowledge is Not Up-To-Date

Even the most useful know-how has a life-cycle. Document management approaches don't address this 'transient decay,' reducing the long-term validity of the knowledge.

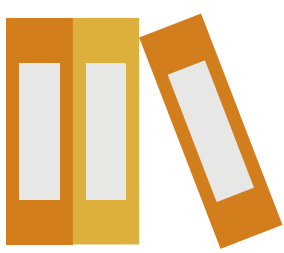


## Knowledge is Hard to Understand

Knowledge is often inconsistently captured and lacks comprehensiveness. Experts are often not skilled in how to author knowledge for re-use.

## Documented Knowledge is Incomplete

Knowledge is recorded in random ways and is incomplete. The end-user is left filling in the gaps.



## Knowledge is Not Actionable

Not all captured knowledge is helpful. Knowledge can sometimes be too broad, or not provide enough detail or instruction to be useful.

## Knowledge Lacks End-User's Trust

All is lost if the end-user must verify content as it is encountered. Source must be established with trust.



## THE KNOWLEDGE AWARE APPROACH MAKES UP WHERE THE DOCUMENT-CENTRIC APPROACH FAILS

While Document-Centric approaches rely heavily on document libraries and databases, the Knowledge Aware approach manages knowledge directly and establishes an integrated knowledge process where knowledge is provisioned and actively participates within the flow-of-work.

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