

KM Tool Characterization Framework Summary

Tool Name				
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				