KM Tool Characterization Framework Worksheet

Tool Name	

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)

	Rationale
☐ **Technology** Hardware, software, and associated data (automated, mechanized) ☐ **Method** Strict rules, formula, and algorithmic behavior (ways of behaving) ☐ **Practice** Characterized by well-defined heuristics (ways of thinking)	

Agent Impacts — Who uses the tool and for what?

Agent Type	L	M	H	Description
Individual Agents People	☐	☐	☐	
Automated Agents Hardware, software, and machines	☐	☐	☐	
Organizational Agents Organized collections of agents	☐	☐	☐	

Who's behavior is affected through the application of the tool and in what ways?

Agent Type	L	M	H	Description
Individual Agents People	☐	☐	☐	
Automated Agents Hardware, software, and machines	☐	☐	☐	
Organizational Agents Organized collections of agents	☐	☐	☐	

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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	
Tacit Know but can't say; can't make explicit	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)

F **Agents**
Tool enables actions and decisions; modifies agent behaviors

F **Artifacts**
Tool is optimized around creation, retention, or transfer of artifacts

F **Behavior**
Tool improves process efficiency, integrates processes

Rationale