

# KNOWLEDGE & LEARNING MANAGEMENT @ INFOSYS



Infosys®  
Navigate your next





# Learning & Knowledge Philosophy



First Indian company to have entered the  
**Global MAKE\* Hall of Fame**  
(\*Most Admired Knowledge Enterprise)

12

Global  
MAKE

15

Asian  
MAKE

13

Indian  
MAKE

## Business Drivers and popular KM Practices

### Competency Development & Talent Onboarding

Tips, Quizzes  
& KM Mailers

Project  
Induction Kit

Enablement  
through KM  
tools

Skill Matrix  
and  
Mentoring



### Productivity & Quality Improvement

Automation  
through tools

Reusable  
checklists &  
process  
documents

Cross module  
knowledge  
transitions

Theme  
based  
roadshows



### Client Satisfaction

Client engagement  
in KM activities

Improving domain  
knowledge and  
showcasing SMEs

Ideation and  
proactive issue  
resolution



Best Practices from KM at Work

## Infosys KM framework, Formulated first in 1999

### People

Develop KM Culture

- KM Culture through **Engagement** and **Enablement**
- **KM Rewards and Recognition Program**

### Process

KM as part of Business

- Roles: KM Primes
- Integration of **KM Process** with **Project life cycle**
- **KM Plans** and **Deployment practices**

### Technology

Content and  
Collaboration

- **Application to** Aggregate and integrate Organization Knowledge
- **KM Portal** of managed Content and Taxonomy
- **The professional networking platform** for Collaboration and Social Learning

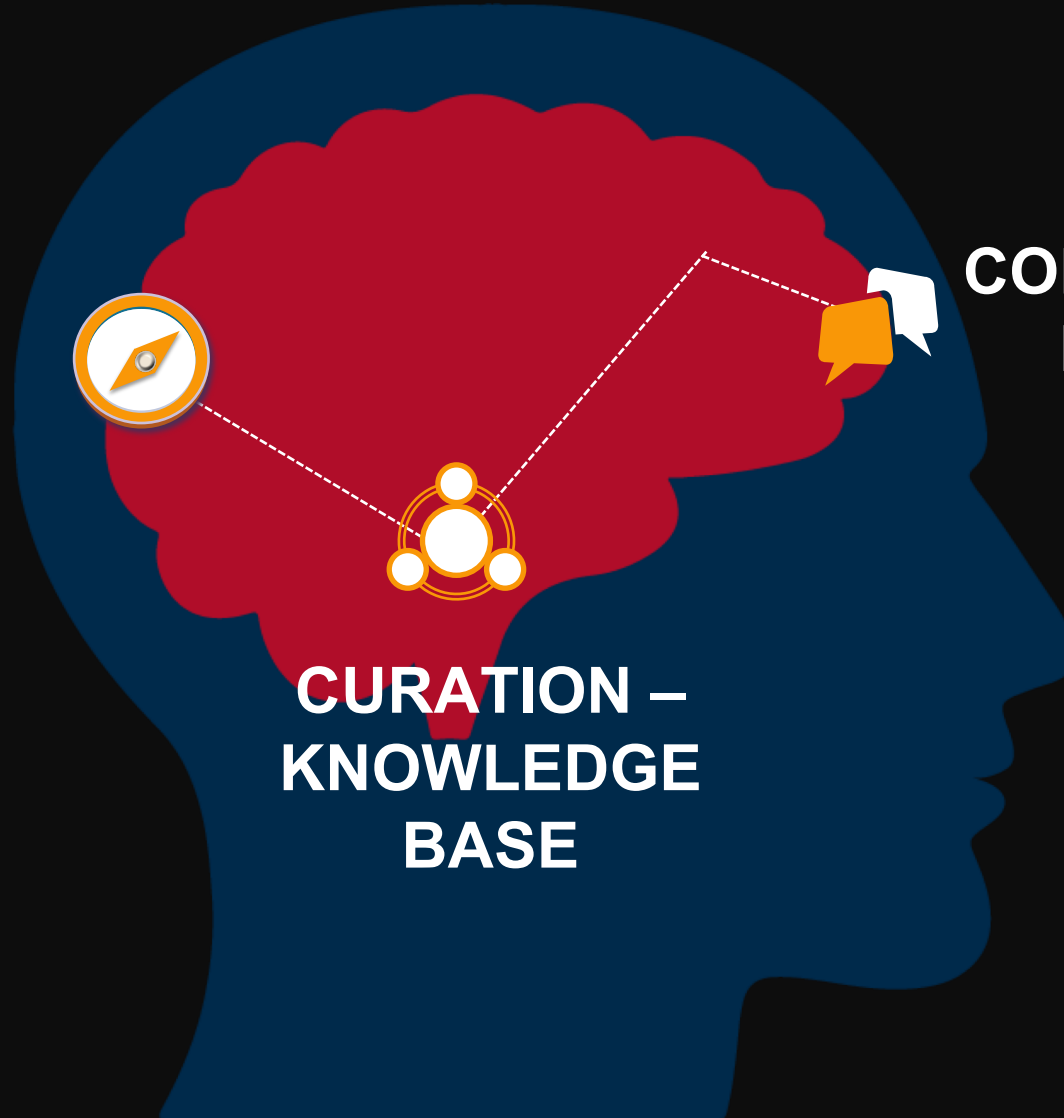
KM Governance Content Architecture and Metrics

# THE 3 'C's OF KNOWLEDGE

**CURIOSITY –  
KNOWLEDGE  
SEEKER**

**COLLABORATION –  
KNOWLEDGE  
SHARING**

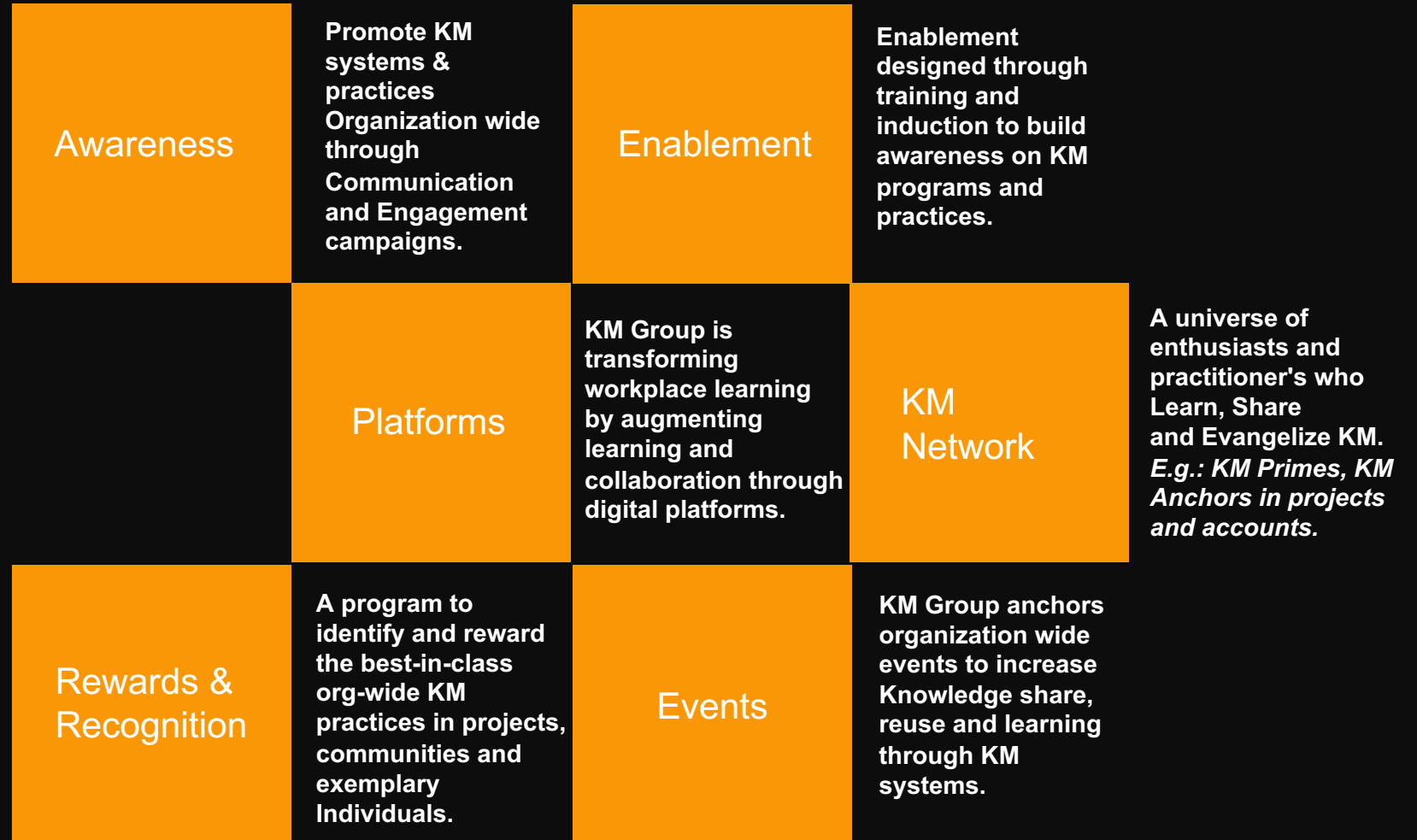
**CURATION –  
KNOWLEDGE  
BASE**



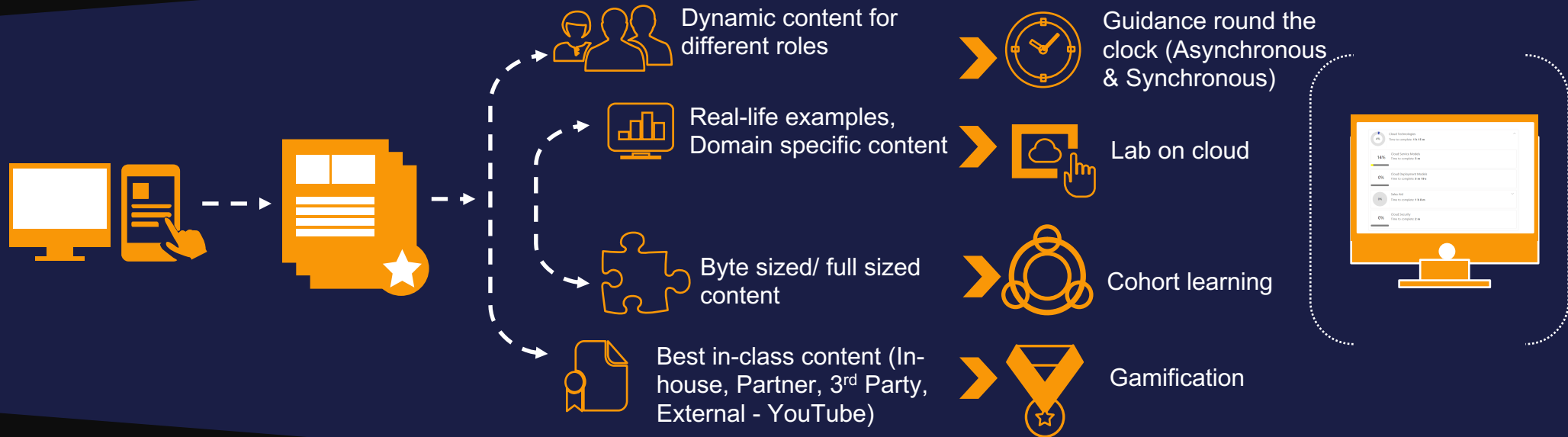
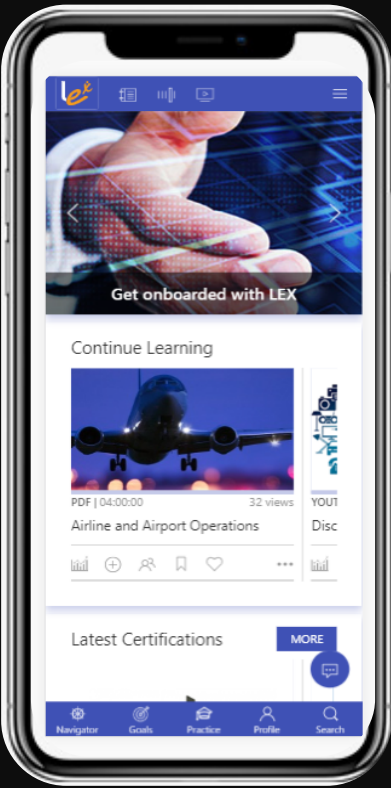


# NURTURING A KM & LEARNING CULTURE

We have  
been building  
a strong KM  
Culture  
through



# ENABLING WORKFORCE THROUGH DIGITAL PLATFORMS



## Accessibility –

Anytime, Anywhere, Any Device

Online, Offline access to learning

**Make it Convenient**

## Content –

Relevant, Real-life and best in-class

**Make it Relevant**

## Engagement –

Social Collaboration

Virtual Labs – Playgrounds

Badges & Leaderboard

**Make it Engaging**

## Analytics -

Linkage to HR Systems, Personalization

**Make it Matter**



# THANK YOU

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