**Knowledge Management Road Map**

**Step 3: Create and Iterate**

**Sample Agenda**

| **Step 3: Create and Iterate** | | | |
| --- | --- | --- | --- |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 9:00–9:35 | Pre-session evaluation | * Expectation Board * Audience Response System * Question Bank | 35 min |
| 9:35–10:05 | Step 3: Creating Tools and Techniques | Slides | 30 min |
| 10:05–11:05 | Exercise: Unpacking the KM Tools and Techniques Matrix | Exercise Guide | 60 min |
| 11:05–11:25 | Tea/coffee Break | | 20 min |
| 11:25–11:55 | Step 3: Iterative Design | Slides | 30 min |
| 11:55–1:10 | Exercise: Developing Usability Testing Scenario and Tasks | Exercise Guide | 75 min |
| 1:10–2:10 | Lunch | | 60 min |