

Hi, this is Karen Johnson and I am very excited to be working with you in KM 632, coming up on June 2<sup>nd</sup>. My co-instructor and I have worked very hard to prepare a class that, I think, you'll find not only academically stimulating but also very practical. Some of the things that you can look forward to in the course, is that you'll be able to understand the business need for KM services – this is based on the practical experience of your instructors as well as academic criteria. You'll understand the what, the why, and the how of common KM services, assessment, development strategy, process for learning. And, you'll also understand the KM market and client engagement – this is actually one of the most important points of what we are going to cover because it is all about the clients and how you can meet their needs.

We will discuss KM implementation, organization, and then, especially intriguing, emerging KM challenges and strategies. Another feature that I just like to highlight for you of this course is that we're going to have several very engaging guest speakers. And, we urge you to try to attend in person whenever you can; and if not, those sessions will be recorded for you to listen to them later.

In terms of our office hours, Kent and I will be meeting with you Thursdays for group discussions between 4:00 and 5:00 Pacific; and these will also be recorded if you can't attend live. And then, we're also going to have hours that you can sign up for between 5:00 and 6:00 Pacific, and you'll need to let us know, at least, 24 hours in advance if you would like to have office hours with us. These are individual and they will not be recorded.

So, we are looking forward in meeting with you.

A little bit about my background. I have been a long-term employee of Xerox Corp., working in several different assignments – anywhere from working with the Eureka group that I think you'll be reading about in terms of knowledge management – really a pioneer, business-to-business marketing, sales, sales training, marketing communications learning. I also hold a PhD in Instructional Technology and I am a certified Project Manager from PMP, as well as a certified Black Belt. So, those are some of the academic criteria but what I am especially excited to share with you will be some of the practical knowledge and skills that I've gained over my many years of corporate experience.

So, again thank you in advance for what is going to be a wonderful and exciting and participatory class. And, Kent and I look forward to be working with you.