

# Knowledge Transfer

## Improving Productivity of IT Development & Support Staff

**Most businesses today rely heavily on technology and yet risk leaving the knowledge of how they have implemented that technology trapped in the heads of their key IT people.**

**How many of the issues you deal with daily could be resolved if your organisation's IT knowledge was freely available to your entire IT team (both UK and off-shore based)?**

### Write by Design's Knowledge Transfer Service

is process-driven and has been developed to meet the needs of a growing number of our clients who wish to distribute their IT knowledge more widely across their teams.

It is critical to efficient maintenance & development of your IT environment that all your people share the same mental models of your architectures, designs and support infrastructure.

IT knowledge is traditionally gained by referring to existing (usually outdated) documentation and through often lengthy discussions with more experienced IT staff.

This can be a time consuming and unstructured way for the inexperienced engineer to learn, often with significant impact on the work of your more senior staff.

Our service uses industry-proven techniques to significantly improve the Knowledge Transfer process. We actively direct and manage peer discussions at our highly focussed workshops while simultaneously capturing permanent models of your IT architecture, software application design or support infrastructure.



### What our clients say . . .

*"The BakBone team were very impressed with the thoroughness of Write by Design's approach. They have made an important contribution to BakBone's development programme by making our corporate software design knowledge truly accessible."*

**Core Development Manager  
BakBone Software, Poole.**

### Our Knowledge Transfer Projects

are highly interactive with the whole approach being carefully designed to meet your specific needs while minimising any impact on your pressing development schedule or support workload.

At project start-up, we meet with you and your team to agree the overall scope and identify clear units of knowledge. Each of these units becomes the subject of a design workshop.

The design workshops are facilitated by our consultants who are experienced in both IT and training methods. We create a relaxed and positive learning environment, using innovative techniques to share and capture the expertise of your staff - whatever their individual 'working style' !

Our workshops are attended by your experts, your less experienced staff and, if required, by the staff of your outsource partner to ensure that realisation of the benefits from your investment in Knowledge Transfer begins immediately.

In addition to the immediate benefits gained by all workshop attendees through their increased understanding, the knowledge shared at the workshop is captured and delivered to you as a set of comprehensive design models.

The high quality design models are built using industry standard modelling techniques and loaded into the design tool of your choice (e.g. Rational, Select, Enterprise Architect).

Your architecture/software design models represent the common mental model shared across your team at the workshops. They provide a solid basis from which to move your organisation forward. We finish by working with your team to implement appropriate standards and processes to enable them to keep the models up-to-date.

**For further information on our Knowledge Transfer service see our website at [www.writebydesign.co.uk](http://www.writebydesign.co.uk).  
To arrange a demonstration of our successful projects, please contact Write by Design Limited.**