



# ON THE BRINK

## Installing the Knowledge Desk

### **A first line 'single point-of-contact' for employees**

A knowledge desk coordinates answering all type of questions from employees. A knowledge desk stimulates the dispersion of knowledge available within your organization and initiates the development of new, sought after knowledge.

An organization wide knowledge desk develops corporate memory: it controls answering questions, registers both question and answer for usage by others, stores lessons learned and makes these available, and helps the organization in integrating its knowledge.

### **Main activities**

The most important activities of the knowledge desk are:

- first line support: answer questions, detailing the problem, forwarding it to an expert, and monitoring an answer will be given;
- collecting, analyzing, structuring, integrating, and distributing Frequently Asked Questions;
- collecting, analyzing, structuring, integrating, and distributing experiences or lessons learned;
- broking between a person who seeks certain knowledge and the person who has this knowledge.

### **Broad experience**

On The Brink has broad experience with implementing knowledge desks and knows which success factors are important.

### **Interested?**

Are you interested to initiate a knowledge desk in your organization? Please contact Dr. Paul van den Brink MBA, phone +31-6-50.438.437 or e-mail [think@onthebrink.nl](mailto:think@onthebrink.nl) for more information.