



## Professional Summary

Patti Anklam is an independent consultant who brings both breadth and depth to working with clients to assess their current environment for knowledge management and to recommend and implement strategic interventions or programs in systems, processes, or work practices. Expert in community of practice development, social network analysis, and information architecture and knowledge management systems, Ms. Anklam has business experience and expertise that encompasses technology, culture, and process. Recent clients include a defense industry consulting firm, an eLearning solution development company, and a financial services firm.

Ms. Anklam's capstone corporate position was at Nortel Networks, as Director of Knowledge Management for the Global Professional Services organization. Responsible for assessment, design, implementation and management of knowledge management programs for community-of-practice development, action-oriented "lessons learned," information architecture, learning and capability development, and knowledge management context-setting, connections, and innovations in KM. The overall program proved the efficacy of a systemic approach to knowledge management, encompassing collaboration and learning, knowledge engineering for repeatability and leverage of intellectual capital, and the integration of knowledge capture and synthesis in the core business processes.

Ms. Anklam was formerly a Senior Consultant at Compaq Services Group (formerly Digital Services) of Compaq Computer Corporation. In her 25+ years in the computer industry, Ms. Anklam has worked primarily in systems software and systems integration groups. Beginning as a technical editor with IBM, Ms. Anklam's career has spanned the evolution of information architecture and information design, tools to support electronic publishing and collaboration, networked and internet-worked systems and processes, and organizational design and change management. As a writer, information architect, and then systems designer, she led the development of a collaborative, batch-oriented documentation production system that included one of the first hypertext systems in the industry. As the chief technologist for the documentation group, she also held responsibility for an advanced development group that was responsible for internationalization, training, and information architecture.

Ms. Anklam has designed and managed collaborative programs to support community development since 1991, in various roles and organizations within the Compaq (formerly Digital) technical community. Subsequent to joining Compaq Services in 1996, she led the development of workshop-based services in Intranet design and knowledge management while supporting the development of the senior architecture community in the systems integration organization. As internal consultant and thought leader for knowledge management in the Network and Systems Integration Services division, Ms. Anklam served as a catalyst for cross-organizational and cross-divisional activities that brought knowledge, ideas, and commitment to innovative programs and practices – while building a cohesive community of practitioners.

Academic background: Bachelor of Arts in Modern Languages; Management Certificate from Smith College Management Program. Continuous learning: through participation, including speaking, at industry conferences in innovation-oriented practices.

Writing and Public Speaking: Author of numerous articles on knowledge management for Knowledge Management Magazine and Knowledge Management Review; presenter, panelist, and keynote at conferences sponsored by KMWorld, Delphi Group, InfoToday, and e-Gov.