



# Bill Kaplan

founder and owner

## Working Knowledge<sup>CSP</sup>

***Knowledge that doesn't move has no value.***

**B**ill Kaplan is the Founder of Working Knowledge CSP, an SDVOSB and independent knowledge management (KM) consulting company.

Focused on creating a context based knowledge management (KM) concept, a long term KM strategy, and the integration of relevant KM implementing practices, Working Knowledge<sup>CSP</sup> co-delivers with our clients sustainable changes in performing and learning behavior that makes “capturing, adapting, transferring, and reusing” critical and relevant process and operational knowledge part of the way the organization does business.

From June 2005 through October 2009, Mr. Kaplan was the Chief Knowledge Officer at Acquisition Solutions, Inc., a government only consulting company. He provided the knowledge leadership and practical expertise to move Acquisition Solutions from knowledge management concept to strategy to implementing practice through the creation of a corporate ability to connect, collect, and collaborate at all levels within the Company. Through his leadership, Acquisition Solutions earned recognition as a North American Most Admired Knowledge Enterprise (MAKE ) finalist in 2007 (18th), 2008 (16th), and 2009 (13th).

Prior to joining Acquisition Solutions, Mr. Kaplan served as the Deputy Knowledge Management Practice Manager and a Senior Consultant at Science Application International Corporation (SAIC).

Mr. Kaplan is one of the original thought leaders, practitioners, and consultants applying knowledge management in the government sector, a long time practitioner in the private sector, and is published on many articles on knowledge management and federal acquisition. Mr. Kaplan also uniquely works at the intersection of KM and federal acquisition & program management, helping government organizations leverage their knowledge to ensure mission success.

He completed a distinguished career in federal acquisition and program management in the USAF and the DoD, retiring in the rank of Colonel. During his military career he earned numerous personal, unit awards and service medals including the Defense Superior Service and the Legion of Merit Medals.

***“Bill knows how to get things done. His knowledge and experience in knowledge management and organizational change make him a great resource and colleague to have on your team.”***

**Brian Hackett  
Director  
The LearningForum**

[www.workingknowledge-csp.com](http://www.workingknowledge-csp.com)

Email: [bill@workingknowledge-csp.com](mailto:bill@workingknowledge-csp.com)

Phone: 571.934.7408





# Presentations & Training

from **Bill Kaplan**

## Speaking

- ▶ **Losing Your Minds:** Retaining and Leveraging the Critical and Relevant Knowledge of Your Workforce.
- ▶ **Creating and Sustaining** a High Performing, Knowledge Enabled Organization

## Workshops/Training

- ▶ **KM University** -- Concepts and Practical Application Training Series

## What others are saying about Bill Kaplan...

- ▶ *"Bill is a rare find in the Knowledge Management space. He has a pragmatic business focus and straightforward manner that drives KM efforts to deliver tangible results. At the same time, he relishes learning and pushing the envelope in the field, which makes him one of the strongest CKO's I have the pleasure of working with in my current role as a consultant."*

Kent A. Greenes, Former Chief Knowledge Officer, SAIC  
and Former Chief Knowledge Officer, British Petroleum

- ▶ *"As one of the early pioneers in knowledge management, Bill brings a rare combination of practical business experience and academic research to this exciting field. In my mind, he has re-defined the role of Chief Knowledge Officer in a way that focuses on producing real, sustainable gains in business performance. If you're at all confused or unsure about what's going on in KM, you need to give Bill a call."*

Art Murray, CEO, Applied Knowledge Sciences, Inc.

- ▶ *"Bill has a deep expertise in knowledge management and how to apply it effectively to help organizations achieve financial and operational goals. He understands and has participated in shaping some leading ideas in the world of KM, but more importantly he knows to leverage these capabilities to solve difficult and complex problems that companies have to address in order to grow and prosper."*

Nathaniel Welch, Principal, Welch Consulting