

## The Evolving Role Of Knowledge Managers

### Sue Hill / TFPL Recruitment Knowledge & Information Management Survey 2019

A number of new challenges facing Knowledge and Information Management professionals have crystallised over the last two years. Three of these challenges stand out.

#### Moral Maze

Organisations are becoming increasingly sophisticated at collecting, consolidating and using data. At the same time implementation of GDPR has changed the landscape about how data can be collected, stored and used. Many Knowledge Managers will find themselves at the intersection between these two factors, responsible for helping the organisation make the most of information and at the same time responsible for ensuring that data is used responsibly. The Facebook-Cambridge Analytica scandal dramatically raised public awareness of what individuals are sharing and their rights to control that data. The result is that Knowledge Management is increasingly in the spotlight and KIM teams' responsibilities are reaching further and further across their organisations.

#### Managing Volume

According to an article by Bernard Marr published on Forbes' website in 2018, 2.5 quintillion bytes of data are generated every day and 90% of the data in the world was generated in the last two years. There is no reason to think the volumes of data being generated will decrease - it has never been easier to generate, share or access information. For the same reason it is also as hard as it has ever been to manage it, identify relevant information or make sense of it.

Knowledge, Records and Information Management professionals have a vital role to play helping both individuals and organisations control and navigate this swamp of data. While the technology is evolving to help with this, many KIM professionals will find it increasingly important to maintain their training and keep track of best practice.

#### Communication

The scope of the KIM profession is expanding rapidly. As highlighted by the number of job titles in this survey the range of skills and responsibilities KIM professionals cover is broad.

With KIM teams often responsible for compliance, there is now an imperative for many teams to educate people across their organisation about their responsibilities with regard to data. At the same time there is an opportunity to raise awareness of the opportunities that the knowledge economy offers.

Irrespective of their role, KIM professionals need to communicate the value of what they do in terms that the organisation (or those funding them) can relate to.



“ More roles in Knowledge Management and Legal Information are being created and the breadth of experience required has made this a challenge in recruitment terms to identify versatile skill sets in a candidate short market place. ”

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The full survey results, together with a number of blogs looking at key trends from the data collected will be available on [www.suehill.com](http://www.suehill.com) and [www.tfpl.com](http://www.tfpl.com)