# Center for Business Knowledge

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Quality In Everything We Do



### Agenda

- World CBK Centres
- CBK Role in the Knowledge Management
- CBK Services
- Knowledge Workflow
- Research Request Database
- Internal Sources
- External Sources
- Questions ?



## The EY Knowledge Environment

- Started in 1995
- EY member firm CBKs collectively have approximately 350 employees in over 40 locations
- Member firm CBKs together support 100,000 EY professionals in 140 country practices
- Chief Knowledge Officers in 10 Major Countries
- Global Knowledge Steering Committee
- Knowledge Planning Executive Committee
- Knowledge, Technology & Learning Committee

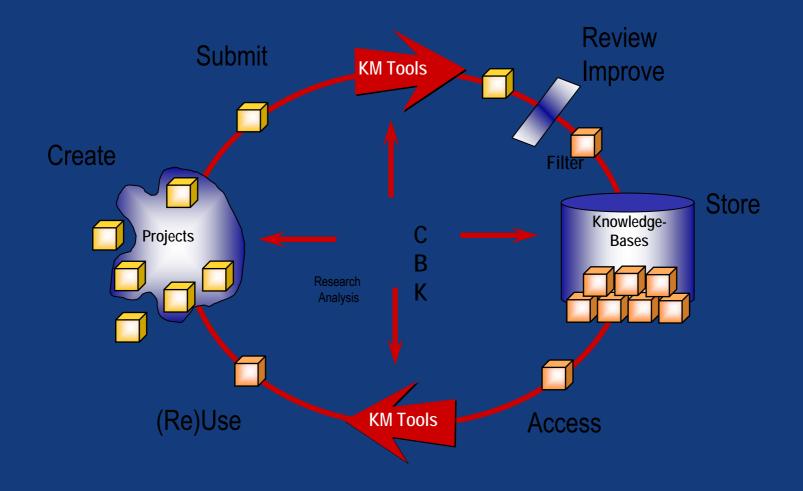


### **World CBK Centres**

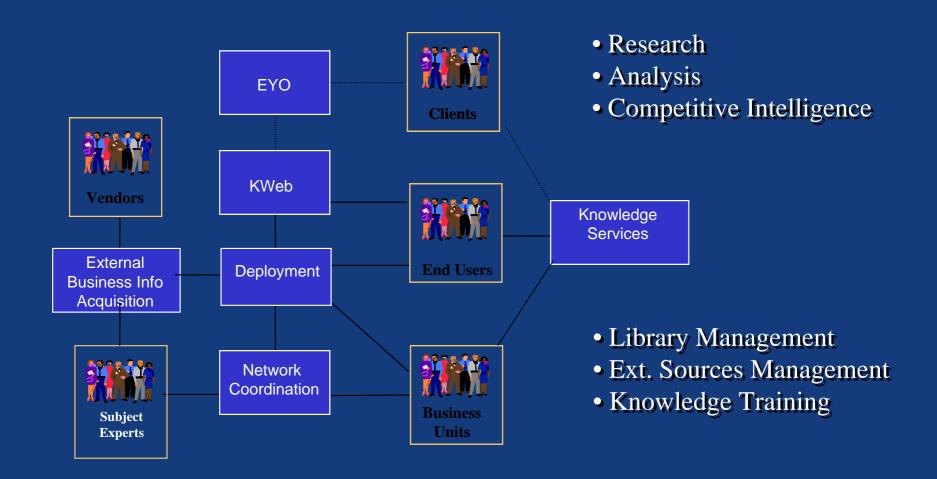




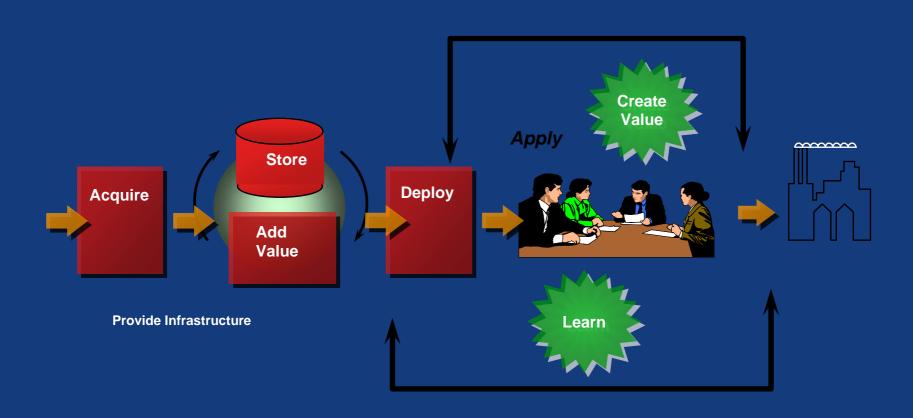
### **CBK Role**



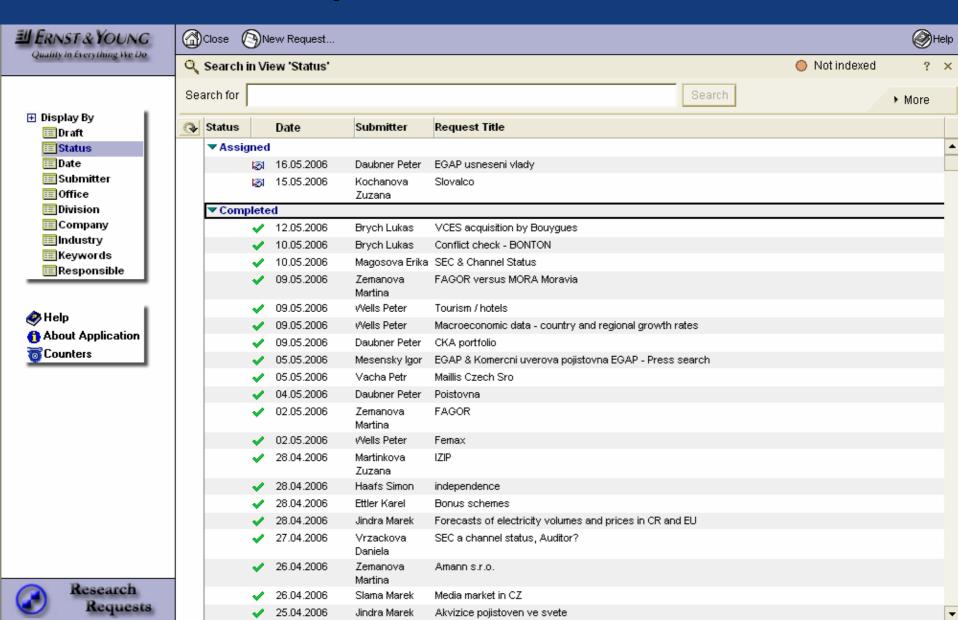
### **CBK Services**



## **Knowledge Workflow**



## Research Request Database



## Where do I find Knowledge?

#### **Internal Knowledge**

Sales Presentations, Proposals, Credentials, Leading Practices, Methodologies, etc.

#### **Lotus Notes Databases**







CBK China

PowerPack

on CN011

#### KnowledgeWeb (KWeb)



#### **External Knowledge**

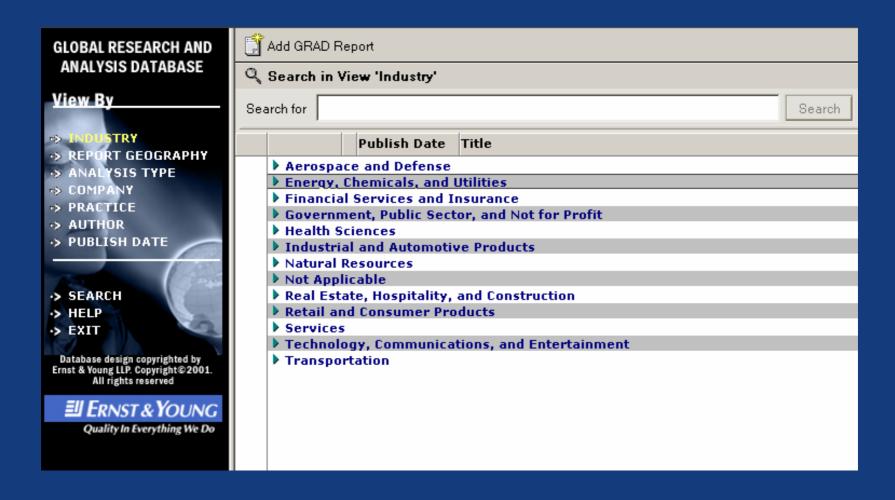
Client, Competitor, Industry and Market News & Informations

#### KWeb External Sources



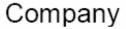


### Global Research and Analysis Database





### **External Sources**







Dun & Bradstreet Million Dollar Database









#### Industry









#### Special





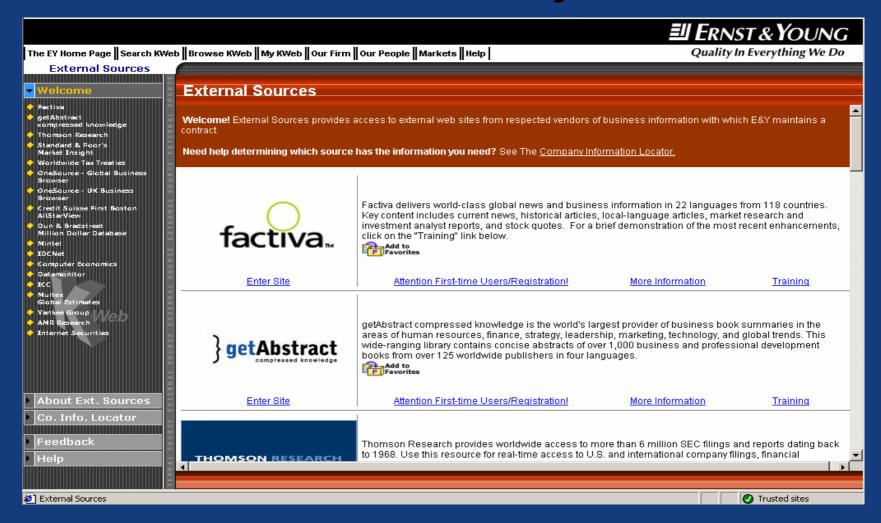








### **External Sources Directory**





### Conclusion

Thanks for your attention !!!

QUESTIONS ?