

KM framework for units and delegations

Vision

What is the vision of your unit/delegation that KM is trying to support?

Knowledge products and processes

What knowledge does my unit/delegation produce? What is critical knowledge for us?

Stakeholder analysis and needs

Who needs to have access to our knowledge products? Who will benefit most of sharing our knowledge?

What type of power/ influence/ importance do the stakeholders have?

Who produces the knowledge you need access to?

Who validates your knowledge products?

What do your stakeholders need to be able to do?

Knowledge Sharing/ tools

What channels, methods and tools do you use to co-create, store, communicate and distribute knowledge? How often?

- Meetings/collective intelligence practices
- Collaborative tools
- Distribution lists
- Publishing tools
- Communities of practice/ networks/ forums
- Templates

Is there a work out loud culture?

How do you disseminate and integrate/apply good practices and lessons learnt?

Collaboration

What processes are in place for collaboration? Do sectors inside your unit, or divisions in your delegation need to collaborate? Who are the main stakeholders you need to collaborate with?

How to build better team spirit? Is staff free to share ideas, co-create and innovate?

What collective intelligence practices are used (peer-to-peer learning, etc.)?



Knowledge mapping

How do you identify and make visible the expertise in the unit/delegation and whom to contact (unit/delegation intranet page, Sysper profiles, contact list, organigramme, etc)?

Knowledge retrieval

How easy it is to find the information or knowledge you need? Do you use any taxonomies or tags to speed up finding knowledge? Do you use a clear folder structure and explain how it works?

Knowledge capture

How do you capture tacit knowledge? What processes are in place for this?

Knowledge update

How is stored knowledge kept up-to-date?

Experience capitalisation

How do you draw good practices and lessons learnt and distribute/apply them?

Knowledge transfer/ newcomers

How do you onboard newcomers? Any welcome package? Handover notes?

Knowledge transfer/ leavers

How do you capture the Key knowledge of staff leaving? Are handover processes in place?

Ambassadors/ incentives

Who are the enthusiasts in your unit/delegation who could support you in driving change? What incentives can be introduced?

Sponsorship and mandate

Do you have management support and the mandate to introduce change? In what form?

How is management helping to shape a learning culture by walking the talk and the attitude to failure they display?

Are KM roles and responsibilities clear and accountability put in place?

Challenges and opportunities

What are the challenges and opportunities in my unit/delegation? What does good look like?

What does not work? Where could quick wins be made?



KM Framework - Milton & Lambe

	Discuss	Document	Synthesize	Find/ Review
People				
Process				
Technology				
Governance				

	Discuss	Document	Synthesize	Find/ Review
People	CoP leaders/ facilitator	Lessons Learned Harvesters	Topic Owners for key knowledge	Knowledge Managers by project or unit
Process	Peer Assist	LL capture, AAR	Good practice/ use case studies	Before action review, KM Planning
Technology	Connected Group	LL database	Wiki or Intranet Portal	Search, tags
Governance	CoP charter	LL Quality standards	Taxonomy, Metadata	Expectations for LL re-use

