Tools and techniques to assist in managing knowledge

1. **After Action Reviews** (AARs) - tools used to capture lessons learned both during and after an activity or project.

2. **Communities of Practice-** link people together to develop and share knowledge around specific themes.

3. **Knowledge audit- used to** identify an organization's knowledge needs, resources and flows, as a basis for understanding where and how better knowledge management can add value.

4. K**nowledge management strategy- an** approach to developing a formal knowledge management plan that is closely aligned with an organization's overall strategy and goals.

5. **Exit interviews- used** to capture the knowledge of departing employees

6. **Identifying and sharing best practices-** approach to capturing best practices discovered in one part of the organization and sharing them for the benefit of all.

7. **Knowledge centers-** similar to libraries but with a broader remit to include connecting people with each other as well as with information in documents and databases.

8. **Knowledge harvesting- tool** used to capture the knowledge of "experts" and make it available to others.

9. **Peer assists- a** tool used to learn from the experiences of others before embarking on an activity or project.

10. **Social network- analysis** mapping relationships between people, groups and organizations to understand how these relationships either facilitate or impede knowledge flows.

11. **Storytelling- using** the ancient art of storytelling to share knowledge in a more meaningful and interesting way.

12. **White pages- a** step-up from the usual staff directory, this is an online resource that allows people to find colleagues with specific knowledge and expertise.

LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

OFFICE OF
THE PREMIER

20 YEARS OF FREEDOM
SOUTH AFRICA 1994 - 2014

KNOWLEDGE MANAGEMENT

PREMIER'S HOTLINE
0800 864 729

Limpopo Office of the Premier
Mowaneng Building, 40 Hans Van Rensburg Street,
Polokwane , Limpopo Province
0699
Tel. 015 287 6000
For more information contact:
Mr. Legora Pitsi —Ext. 6129
Ms. Manaka Choene — Ext. 6029
Ms. Nkhensani Ngobeni— Ext.6312

WORKING TOGETHER WE CAN DO MORE

Definition of Knowledge Management

It is a discipline that enables individuals, teams and organizations to collectively and systematically create, share, and apply tacit and explicit knowledge to better achieve organizational objectives.

Knowledge Management (KM) is the process of gathering, managing and sharing employees' knowledge capital throughout the organisation.

Tacit knowledge is that knowledge which is embedded in people's heads while explicit knowledge is published information or knowledge that has been codified.

Effective knowledge Management requires a knowledge sharing culture to be successful. Knowledge sharing throughout the organisation enhances existing organisational business processes, introduces more efficient and effective business processes and removes redundant processes.
It is a discipline that promotes a collaborative and integrated approach to the creation, capture, organisation access and use of an organizational knowledge assets.

Knowledge Management in Office of the Premier

The Province, through Transversal Records and Knowledge Management Division identified the need for the implementation of KM.

The scoping exercise was conducted in 2011 across all the provincial departments. The result of the exercise revealed that OtP was identified as one of the departments which have not yet started with the implementation of KM.

The second phase was to institutionalize KM in all the provincial departments. This led to the development of the provincial and departmental KM strategies in selected departments and OtP was selected as one of the pilot site.

Vision and Mission of Knowledge Management

Vision

"A world class knowledge creation, sharing and learning culture and environment that contributes to service delivery and the success of the OtP and Limpopo Provincial Administration"

Mission

"To create KM processes and platforms to harness intellectual capital, develop core competencies and leverage information and knowledge resources to enhance service delivery and offer employees an environment of continuous learning and productivity improvement"

Knowledge Management strategic goals in Office of the Premier:

- To enhance performance, productivity and service delivery by providing effective and timeous access to all relevant information, sources and experience;

- To facilitate, leverage and stimulate innovation;
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- To promote intra - and inter - departmental/ sectional information and acquisition, sharing and application; and

- To promote continuous organizational learning and inculcate knowledge culture by ensuring that strategic knowledge is leveraged, transformed and effectively

Knowledge Management strategic objectives in Office of the Premier:

- To institutionalize KM to ensure coordinated implementation and practices;

- To foster/promote and stimulate innovation; and

- To expand the KM-related ICT infrastructure to assist KM activities
- Improve KM processes, practices and systems;