TYPES OF KNOWLEDGE

- DATABASES, DOCUMENTS, METHODS
- KNOWLEDGE BRIEFS, SAMPLE DOCUMENTS
- POLICIES & PROCEDURES
- TACIT KNOWLEDGE
- UN-_CAPTURED EXPERTISE AND EXPERIENCE OF INDIVIDUAL WORKERS
Maturity Assessment

**Level 1 Basic**
- No formal KM Strategy
- KM activities are random and unstructured
- Limited awareness/some recognition of the need of KM

**Level 2- Developing**
- Basic KM capabilities exist at local/dept. level
- KM roles are inconsistently defined
- Recognition and appreciation of the need for greater KM capabilities

**Level 3- Established**
- KM org provides strategy, direction and guidance for local execution
- Vision for KM processes, roles and enablers are created
- Duplicate/unnecessary support of geographic KM initiatives

**Level 4- Advanced**
- Enterprise KM in place for core capabilities
- Growing integration of KM activities across depts.
- KM processes, roles and enablers are clearly defined and implemented
- KM is included into performance management functions

**Level 5- Leading**
- KM is fully integrated and embedded in the business strategy
- Enterprise wide KM capabilities are foundational in business operations.
- KM is core to the organization's performance.
EXAMPLES
Examples of KM Portals- UNDP
A Thematic Area within the HUB
Regional Migration and Displacement Response

Policy Documents

Global policies
- UNDP Guidance Note December 2015
- Adapting to changing migration and displacement.
- Adapting to a Changing Climate: Mitigation and Adaptation Strategies 2015
- Acquiring Global Mobility: Implications for Development 2015
- UNDP Key Message: 2015

Regional policies
- UNHCR Global Policy Framework for Migration 2015
- Regional Policy Framework for Migration 2015
- UNICEF Regional Framework for Migrant Workers 2015
- IOM Regional Framework for Migrant Workers 2015

Projects and Activities

Regional level
- IOM Response in Syria November 2015
- IOM Response in Syria in May 2015
- UNDP Response in Syria in May 2015

Country specific
- UNDP Turkey Strengthening Social Stability in Southeast Anadolu 2016-2020
- UNDP Turkey Mitigating the Impact of Syrian Crisis on Southeast Anadolu Region 2015-2016
- UNDP Turkey Mitigating the Impact of Syrian Crisis on Southeast Anadolu Region 2015-2016
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UNDP Knowledge Products

Global documents
- Human Development Report 2006
- Development Report 2006
- UNDP Turkey Development Report 2006

UNDP Turkey Knowledge Products
- Human Development Report 2006
- Development Report 2006

Country-specific documents
- UNDP Turkey Reports:
  - UNDP Turkey Reports:
  - UNDP Turkey Reports:
  - UNDP Turkey Reports:
  - UNDP Turkey Reports:
  - UNDP Turkey Reports:
  - UNDP Turkey Reports:

Partner Resources

Global organizations
- UNICEF
- IOM
- IOM

Regional organizations
- UNICEF
- IOM
- IOM

Local organizations
- UNICEF
- IOM
- IOM

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- IOM
- IOM

Local organizations
- UNICEF
- IOM
- IOM

2nd Example- Thematic Area
3rd Example - Thematic Area

Quality Assurance and RBM Workshop

Objectives
- Take stock of recent corporate developments in UNDP and their implications in the UNDP programme and project, monitoring, evaluation and reporting at the regional level.
- Understand emerging M&E needs in COs and identify opportunities and solutions for peer-to-peer knowledge exchange and support.
- Strengthen the UNDP M&E network and reinforce knowledge management in the region.
- Review the status of various M&E processes and discuss opportunities for further facilitating implementation, if needed.

Meeting venue
Market Mall Hotel, Istanbul, Turkey

List of participants and Logistics Note
- Type: Logistics Note RBM Workshop
- Logistics Note RBM Workshop
- Workshop List of Participants

Photo gallery
Category Planning Process

Category planning is the process of identifying, assessing, and prioritizing opportunities for a particular segment of spend in order to maximize value for the business.

Process Overview

Click the expand buttons below to access category planning documentation and resources or go directly to the Category Management library to see all category planning documents.

- **Standard Processes, Procedures and Guidelines**
- **Category Management**
- **Procurement & Supply Chain Management Processes**
- **Conducting**
- **Procurement Operations**
- **Contracting**

Process Steps

The following steps make up the Category Planning process. Click the expand buttons below to access documentation and resources specific to each step.

See Detailed Category Planning Process Steps
IW Learn

PROMOTING EXPERIENCE SHARING AND LEARNING
among GEF International Waters projects,
country officials, implementing agencies, and other partners

SEARCH FOR... within: IW.LEARN projects

295 PROJECTS

170 COUNTRIES

541 PARTNERS

WELCOME TO THE HOME OF GEF INTERNATIONAL WATERS PROJECTS

The Most Comprehensive GEF Web Toolkit Available
Swiss Development Cooperation

Find good examples of multimedia such as videos, multimedia stories, blogs, etc. created to support the work at the SDC.

Find here stories of learning processes that were conducted inside the SDC — and let yourself be inspired by the experiences of the involved persons.

Find links to the SDC-networks and to the 7 guides of network support and management.

New Ideas
Do you want to generate new ideas?

SDC Knowledge Management Toolkit — if you want to gather insights of colleagues, plan the next steps in a programme, design a lively meeting, visualize your approach or generate new ideas, the toolkit proposes and describes a selection of tools that can support you.

Mobile access:
1. Download the App «Content Viewer»
   - iOS (Apple)
   - Android
2. Login:
   ops.shared.deza@videobooks.com
   storytelling
3. Load the eBook (100 MB)

Web-access:
here
Collaboration- Pfizer

SkillsFinder

ASK a Question

Thank Someone for Help

More KM Resources

SkillsFinder Feedback & Requests

Most Searched
Management-Project-Safety-Contractor—Virtualization-Sinus-Knowledge-A061

As of January 17, 2014
Profiles Entered 0 0 0 0 4 8 0 0 1 3 1 1

Popular Now
Collaboration - World Bank
KM Technologies

- SharePoint
- Teams
- Google Sites/Drives
- AO Docs
- Box.com
- Dropbox
- Wikis
- Team Drives
Getting Started- Considerations

- Ease of access to tools: Single Sign On, Push platform access to desktops, mobile enabled/friendly. Liaise with IT for integrated holistic approach.
- Automate redundant tasks, Enterprise Architecture perspective.
- Technology is not the solution. It should serve as the enabler. No more than approx. 20% of your time should be focused on technology alone.
- Create a Data Dictionary.
Establish KM Newsletter or other mechanism that suits you. Testimonials, Features.

Ensure processes are clear, up to date, leadership is communicating about them and expectations are defined. Archive obsolete information.

Facilitate collaboration exploration sessions.

Knowledge Capture and Reuse Must be part of the Workflow.

Incentivize good process adherence.

Establish your team as the broker of information and be bold and INNOVATE.
Best Practices

- Develop a KM Mindset - ongoing KM Author and tool training to enable the cultural shift
- Establish a content lifecycle and coach for content quality at each step of document workflow
- Overarching Enterprise Wide KM Strategy with Change Management Approach (This is not a build it and they will come model)
- Produce high quality content - search, metadata, capture feedback
- Robust and bespoke Rewards and Recognition Program that evolves and fits the organization culture
- Omni channel communication - newsletters, blogs, alerts, social forums, subscribers choice
**Content**

*Collaborate and share rich media*

Content such as:
- PowerPoint
- Word
- PDF
- Video

Delivers a centralized hub of explicit content.

Think of it as a “Document Centre”

**Knowledge**

*Identify, capture, represent, and distribute knowledge*

- FAQ’s
- Case Studies
- Lessons Learned
- Operating Procedures

Search and find knowledge in different ways

Can be internal or external

Think of it as a “leading Knowledge-base”

**Solutions**

*A low cost solution for basic knowledge management*

- Solutions don’t have:
  1 – Sharing model (dimensions)
  2 – Collaboration, authoring, publishing
  3 – Article types
  4 – Sites interface

- While solutions will be maintained, they will not evolve.
  Migration service available

- Delivers version control and records management.

Think of it as a “Light Knowledge-base”

**Collaboration**

*Allow the community to ask and answer questions*

- Users can browse and also post questions to a community.

- Organization can take the best answer from this “Tribal knowledge” and add this to the knowledgebase

Think of it as an “Ask an Expert” for the organization
"An investment in knowledge pays the best interest."

Benjamin Franklin