



KNOWLEDGE MANAGEMENT

Presented by: Rita Kumar

TYPES OF KNOWLEDGE



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 to 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 organizations performance.

Examples of KM Portals- UNDP

The screenshot displays the RBEC Knowledge Management Gateway website. The top navigation bar includes links for UNDP PUBLIC WEBSITE, KNOWLEDGE NETWORKING, UNDP INTRANET, OFFICES, DECISIONS, SOLUTIONS, and HELP. Below this, a secondary bar shows 'RBEC Knowledge Management Gateway' and a search bar. The main content area features a 'Welcome to RBEC Knowledge Management Gateway' banner with a city skyline background. To the left, a sidebar lists 'Libraries' (Site Pages, Shared Documents), 'Quick Links' (IRH Who's Who, Regional Programme Document 2014-2017, Calendar, UNDP Knowledge Networks, IRH Team Leaders Meeting Minutes, HQ Staff Meeting Minutes), and 'Recycle Bin' (All Site Content). The central area contains a grid of 15 topic tiles: 'SDG Resources' (circular icon), 'Sustainable Development' (bar chart icon), 'Governance and Peacebuilding' (dove icon), 'Gender Equality' (gender symbol icon), 'HIV, Health and Development' (heart and pulse icon), 'Energy, Environment, Climate Change, and Disaster Resilience' (globe icon), 'Knowledge and Innovation' (cubes icon), 'Partnerships' (interlocking circles icon), 'Quality Assurance and Results-Based Management' (document icon), 'Country Office Support' (document icon), 'Communications' (megaphone icon), 'Success Stories' (document icon), 'Publications' (document icon), 'Expert Rosters' (document icon), and 'Admin Intra' (document icon). On the right, a 'Collaborate' section shows a Yammer feed for 'undp.org'. It includes a post by Puleng Mkhathshwa about women's month and a post by Peter Liria about a new Secretary General's bulletin. The Yammer interface includes like, reply, and view conversation buttons, as well as a search bar and a user profile picture.

UNDP PUBLIC WEBSITE KNOWLEDGE NETWORKING UNDP INTRANET OFFICES DECISIONS SOLUTIONS HELP

Site Actions - Browse Page

UNDP

RBEC Knowledge Management Gateway

RBEC Knowledge Management Gateway - Home

RBEC Knowledge Management Gateway

Libraries

Site Pages

Shared Documents

Quick Links

IRH Who's Who

Regional Programme Document 2014-2017

Calendar

UNDP Knowledge Networks

IRH Team Leaders Meeting Minutes

HQ Staff Meeting Minutes

Recycle Bin

All Site Content

Welcome to RBEC Knowledge Management Gateway

SDG Resources

Sustainable Development

Governance and Peacebuilding

Gender Equality

HIV, Health and Development

Energy, Environment, Climate Change, and Disaster Resilience

Knowledge and Innovation

Partnerships

Quality Assurance and Results-Based Management

Country Office Support

Communications

Success Stories

Publications

Expert Rosters

Admin Intra

Collaborate

undp.org

What are you working on?

Puleng Mkhathshwa - 40 minutes ago

In celebration of the women's month, UN woman will be playing soccer today.

LIKE REPLY VIEW CONVERSATION

Write a reply

Peter Liria - 15 hours ago

A new Secretary General's bulletin was recently issued reflecting the updated Standards of Conduct for the International Civil Service. We would all do well to familiarize ourselves with this SGB.

Status basic rights duties ST-SGB-2016-9 (2016-7-21)

LIKE REPLY VIEW CONVERSATION

Zeljka Topalovic likes this

Write a reply

Yammer

Mao Kawada (log out)

A Thematic Area within the HUB

UNDP PUBLIC WEBSITE

KNOWLEDGE NETWORKING

UNDP INTRANET

OFFICES

DECISIONS


SOLUTIONS

HELP

Site Actions

Browse

Page



Gender Equality

Empowered lives. Resilient nations.

Gender Equality » Home

Gender Equality

Libraries

Site Pages

Key Documents

Gender Working Space

Regional Gender Team

Europe and CIS
Regional Meeting of
Gender Practitioners

Links

Calendar

Return to Knowledge
Management Gateway

Recycle Bin

All Site Content

Key Resources

Gender Equality and the
Sustainable Development
Goals

Gender Equality Seal

Gender Mainstreaming

Knowledge Products
and Tools

Success Stories

Team Workspace


Meet the Team

Gender Team Calendar

August 2016


Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
7	8	9	10	11	12 International Youth Day	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27

Gender Equality



Quick Links

- RBEC Gender Team Focal Point List
- UNDP Gender Equality Strategy 2014-2017
- UNDP Publications - Women's Empowerment
- UNDP Global Gender Network
- Gender Equality Yammer Group
- Women Peace Security Yammer Group
- SDGs Knowledge Platform
- SDGs in Europe and the CIS
- Gender Photo Library
- UN Women Yammer
- ATLAS
- Gender Mainstreaming Online Tool



2nd Example- Thematic Area

Governance and Peacebuilding

Governance and Peacebuilding > Migration

This Site: Governance >

Global Hub

Regional Migration and Displacement Response



Policy Documents

Global policies

UNDP Guidance Note December 2015
A development approach to migration and displacement.

In Safety and Dignity: Addressing Large Movements of Refugees and Migrants April 2016
Report of the Secretary-General, background and recommendations for Sep 2016 plenary meeting on large movements of refugees and migrants.

Deputy Secretary-General's Remarks on Migrants, Refugees and Cities May 2016

UNDP Key Messages WHS May 2016
Key messages for the World Humanitarian Summit including stance on displacement.

WHS Core Commitments Forced Displacement May 2016
World Humanitarian Summit, high-level leaders' Roundtable.

Regional policies

Generation of Change: Resilience-Based Development Response in the Context of the Syria Crisis 2016
UNDP Sub-regional Response Facility for the Syria Crisis (Amman, Jordan) policy brief.

Projects and Activities

Regional level

IRH Response to Migrant Crisis November 2015
Project document for the regional coordination of the response to the migrant crisis.

Report: Migration Displacement Consultation Meeting April 2016

Country-specific

UNDP Turkey Strengthening Social Stability in Southeast Anatolia 2016–2020

UNDP Turkey Mitigating the Impact of Syrian Crisis on Southeast Anatolia Region 2011–2015

UNDP Serbia Mitigating the Impact of the Migration Crisis 2016–2017

UNDP the former Yugoslav Republic of Macedonia Municipal Resilience in Refugee Migrant Crisis 2016–2017

UNDP Moldova Migration and Development Project 2015–2018

UNDP Knowledge Products

Global documents

Human Development Report 2009
Overcoming barriers: human mobility and development.

Mapping of UNDP Programmes and Projects on IDPs, Refugees and Returnees May 2016

Mapping of UNDP Programmes Excel Sheet May 2016

Development Approaches to Displacement May 2016
Discussion paper that provides an overview of UNDP's support with respect to protracted displacement.

Out-of-Country Voting Strategy Paper
UN experience and factors to consider for supporting political participation of refugees and asylum seekers.

Report of the Special Rapporteur on the Human Rights of IDPs April 2016
Account of progress made and major challenges relating to the human rights of internally displaced persons that require new or enhanced attention.

Country-specific documents

UNDP Turkey Results Sheet February 2016
Mitigating the impact of the Syria crisis on host communities.

UNDP Turkey Development Approach to Displacement May 2016
Paper for the World Humanitarian Summit.

UNDP Serbia Attitudes to Refugee and Migrant Crisis March 2016
Results of social perception survey.

UNDP Serbia Refugee and Migrant Response May 2016
Paper for the World Humanitarian Summit.

UNDP in the former Yugoslav Republic of Macedonia Supporting Host Communities in Migrant Crisis May 2016
Fast Facts sheet.

UNDP Moldova Migration and Development Project Overview 2016

Albanian Migration Dynamics May 2016
Presentation for Swiss Development Project

Partner Resources

3RP

3RP Regional Overview 2016–2017
Strategic overview of the regional refugee and resilience plan in response to the Syria crisis.

3RP Annual Report 2015
Regional and country overviews of the refugee and resilience plan 2015–2016.

Integrating Responses, Expanding Partnerships: Syria Crisis Final Report 2016
Resilience Development Forum report.

UN agencies

Gender Assessment of Migration Crisis in Serbia and Macedonia January 2016
UN Women ECIS report.

Addressing Protracted Displacement
Framework for development-humanitarian cooperation. Think piece by UNDP, UNHCR, UNICEF, OCHA, WFP, and the World Bank.

Durable Solutions Preliminary Operational Guide
UNDP, UNHCR, Global Cluster for Early Recovery and the Global Protection Cluster paper on durable solutions for IDPs and refugees returning to countries of origin.

JMDI

Community of Practice M4D Net Infosheet
What the M4D Net is, who it is for, and how it works.

Case Studies from JMDI
Promoting migration for development at the local level, examples and lessons learned.

JMDI Toolbox
Two-pager on JMDI toolbox on migration and local development.

JMDI-IOM White Paper
Mainstreaming migration into local development.

IOM

IOM-UNDP Global Joint Programme January 2016
Newsletter on mainstreaming migration into national development policies.

ICMPD

UNDP-ICMPD Position Paper April 2016
Joint position paper on migration and displacement in the ECIS region, for developing the conceptual framework for future collaboration.

Other

NRC: Global Report on Internal Displacement May 2016
Norwegian Refugee Council report.

Solutions Alliance: Annual Report 2015
Seeking solutions to global displacement.

Solutions Alliance: Engaging the Private Sector
One-pager on SAs work in advancing partnership approaches to protracted displacement.

ODI: Journeys to Europe – Migration Policy Brief Feb 2016
Overseas Development Institute's brief on decision-making and migration policies.

ODI: Enhancing Aid Architecture in Response to Syria Crisis Feb 2016
Policy note outlining a simplified but strategic approach to enhancing the aid architecture for the region, combining emergency response with more sustainable approaches and funds.

ODI: Journeys to Europe – Full Report Feb 2016
Overseas Development Institute's report on migration trends, drivers and policy recommendations.

OECD: Making Integration Work - Refugees and Others in Need of Protection Jan 2016
Summary of experiences of OECD countries in the integration of refugees and other groups in need of protection, along with ten main policy lessons.

OECD: Is Migration Good For the Economy May 2014
Edition of Migration Policy Debates on the effects of immigrants on labour market, public purse and economic growth.

3rd Example- Thematic Area

Site Actions

Browse

Page

UNDP

Quality Assurance and RBM Workshop

powered lives
sustainable nations

Quality Assurance and RBM Workshop

Home

5/11/2016 (12:00 AM) - 5/13/2016 (11:59 PM) >>

Quality Assurance and RBM Workshop

Home

Objectives

"Take stock of recent corporate developments in UNDP and their implications to UNDP programme and project monitoring, evaluation and reporting at the regional and CO levels

"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

Add new item

Meeting venue

Marriott Sisli Hotel, Istanbul, Turkey

List of participants and Logistics Note

Type	Name	Modified
	Logistics Note RBM Workshop	5/18/2016 3:47 PM
	Logistics Note RBM Workshop	5/5/2016 4:48 PM
	Workshop List of Participants	5/20/2016 11:31 AM

Add document

Photo gallery

Agenda and Workshop Report

Type	Name	Modified
	Agenda_RBM and QA Workshop 2016 5 May	5/20/2016 11:44 AM
	RBM Workshop Survey Results_22 respondents	5/20/2016 12:03 PM
	Report RBM and QA workshop for comments	5/24/2016 1:06 PM

Add document

Presentations - Day1

Type	Name
	Session 2C -Astghik Martirosyan - Programme QA PPT - May 2016
	Session 2A - Marina Ten - PPM Reforms - PPT_Marina Ten clean
	Session 1A - COST presentation RBM workshop 11 May 2016 final (00000002)
	Session 1A - Astghik Martirosyan - Programming in UNDP visual and IWP
	Session 1A - Zarina Mavlyanova - QA exercise over ROARs 2014
	Session 1B - Astghik Martirosyan - Evaluations 2016
	Session 2B - Robert Bernardo - TOC session
	Session 2C - Montenegro - Miodrag Dragisic - Quality Assurance_RBM workshop 10-13 May _Dragisic

Add document

Presentation - Day2


Type	Name
	Linkage of portfolio to the new CP_UNDAF_SP Uzbekistan example
	Session 3 - Albania - QA and RBM Workshop 11-13 May
	Session 3 - IRH Gender - RBM workshop - gender QA
	Session 4 - Marina Ten - RBM_Refresh_Marina Ten
	Session 5 - George Bouma - SDG Implementation-RBMQA workshopMay2016
	Session 5 - Robert Bernardo - SDGs in UNDP Programming
	Session 6 - NECS Journey and Road ahead_Present AS
	Session 7 - Elena Panova - SES ppt May 2016 final

Add document



Presentations - Day3

Type	Name
------	------

KM Portal- Chevron

**SPARK** » SPARK Home
Standard Processes and Related Knowledge for Procurement and Supply Chain Management

Inside HomeFind & SearchPeople Finder


I Like ItTags & Notes

SPARKWork Sites (Restricted Access)This Site: SPARK

Category Management

Category Planning

Strategic Sourcing

Supplier Management

Contracting

Contract Planning and Governance

Contract Formulation

Supplier Qualification

Contract Compensation & Enablement

Post Award Contract Management

Procurement Operations

Procure (inc. PR to PO)


Payables

Material & Warehouse Management

Logistics


Execute with Excellence

Leveraging a standard framework of processes for efficient and effective delivery of functional Procurement/SCM and support services to enable the business.






Procurement & Supply Chain Management Processes


SPARK is the official source for approved Procurement and SCM Standard Processes and Related Knowledge. Access documentation and resources by clicking the appropriate process link below.



Category Management






Category Management is the process designed to maximize value by segmenting spend into similar service and material lines with common business owners.


[Category Planning](#)[Strategic Sourcing](#)[Supplier Management](#)



Contracting





Contracting is the process of executing and maintaining the companies legal agreements.

[Contract Planning & Governance \(ACPP and CRC\)](#)[Contract Formulation](#)[Supplier Qualification](#)[Contract Compensation & Enablement](#)[Post Award Contract Management](#)




Procurement Operations

Procurement Operations is the process of providing reliable and efficient delivery of services and goods to meet business needs.

[Procure \(inc. PR to PO\)](#)[Payables](#)[Material & Warehouse Management](#)[Logistics](#)

Announcements

Welcome to SPARK! 3/8/2012 4:21 PM
by Borchert, Wendy P 

This site is the new home for Procurement & Supply Chain Management Standard Processes and Related Knowledge. We appreciate your patience as we work with our process advisor teams and networks to add content.

Related Links

- Procurement / SCM Community of Practice
- P/SCM Web for Business Partners

Featured Documents

- Procurement / SCM Process Map




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

Type	Name	Comments
	Document Type : Standard Processes (1)	
	Document Type : Procedures (2)	
	Document Type : Guidelines (1)	

Related Knowledge

Type	Name	Comments
	Document Type : Best Practices / Lessons Learned / Success Stories (1)	
	Document Type : Examples (1)	
	Document Type : Key Performance Indicators (1)	
	Document Type : Process Application and Guidance (1)	
	Document Type : Tools / Templates (1)	
	Document Type : Training (4)	

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](#)

[Home](#)[News](#)[Events](#)[Projects](#)[Resources](#)[Contacts](#)[Manuals](#)

PROMOTING EXPERIENCE SHARING AND LEARNING

among GEF International Waters projects,
country officials, implementing agencies, and other partners

within:

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



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development
and Cooperation SDC



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.



SDC's Learning & Networking Team – Read about our mission and explore our blog.



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.

Read our eBook
with
«Digital Stories»



about

Giving Voice & Visibility
Evidence & Change
Organisational Culture


Mobile access:

1. Download the App
«Content Viewer»
– iOS (Apple)
– Android
2. Login:
dps.client.deza@videobooks.co
m
storytelling
3. Load the eBook (100MB)

Web-access:
here

Collaboration- Pfizer

[Site Actions](#) 

 SkillsFinder Home ▸ default

Finding the **Right** People
@ the **Right** Time

[SkillsFinder Home](#) [Admin](#) ▾ [FAQ'S/Help](#) ▾ [KM Tools](#) ▾ [Training Materials](#) ▾ [Connect To Content](#) ▾ [Connect To People](#) ▾ [Connect To Data Tools](#)



ASK a Question


Thank Someone for Help


technology t
Technology Transfer


Update My SkillsFinder Profile


About SkillsFinder


More KM Resources


SkillsFinder Feedback & Requests

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

As of January 17, 2014

Profiles Entered	Skills Entered
0 0 0 0 4 8	0 0 1 3 1 1

Popular Now
Management-Knowledge-Safety-Management-Project—Contractor-Safety-Management-Project—Contractor-Virtualization-Sinus-Advil-management-Project

Collaboration- World Bank

Overview

Activity

WELCOME TO COLLABORATION FOR DEVELOPMENT (C4D)

A secure social collaboration platform focused on development issues, hosted by the World Bank Group. C4D enables online brainstorming, consultations, discussions, knowledge-sharing and learning among people working on similar topics—from education to mega-disasters.

upgraded

BROWSE COMMUNITIES BY TOPIC

Agriculture	Gender	Poverty
Climate Change	Governance	Public Private Partnerships
Education	Health, Nutrition & Population	Social Protection & Labor
Energy & Extractives	Information and Communications	Trade & Competitiveness
Environment & Natural Resources	Jobs	Transportation & ICT
Fragility, Conflict & Violence	Knowledge & Learning	Urban, Rural & Social Dev
Finance & Markets	Macroeconomics & Fiscal Mgmt	Water

RECENT ACTIVITY

Social News

kamyogo joined Global Forum on Law, Justice and Development (GFLJD)

theynykdi and jayy joined Knowledge Hubs

883743 joined Collab4Dev Community Managers Roundtable

914706 joined Public Procurement Knowledge Exchange Platform

1274060 joined Africa Knowledge Hub - #AKHNetwork

QUICK LINKS

LOG IN/REGISTER

POPULAR COMMUNITIES

YOUR EXPERIENCE

EDIT YOUR PROFILE

EMAIL NOTIFICATIONS

MY GROUPS

GUIDELINES FOR GENERAL USE – PLATFORM

C4D is a community of communities where development practitioners collaborate around projects, share and discuss knowledge, crowd source ideas and work together to end extreme poverty and increase shared prosperity.

C4D is a professional, multi-cultural environment with common goals. While using this platform it is advised to adhere to the following and please behave accordingly:

Be respectful of others and their opinions

Feel free to ask questions and be ready to answer questions as well

Please avoid posting content that promotes or sells products

More documents in Getting Started

Popular on C4D

Version 14

Created by worldbank-admin on Apr 30, 2014 12:05 PM. Last modified by worldbank-admin on Feb 19, 2015 9:26 PM.

Incubating Innovation for Rural Electrification

i2

RE

Target Audience:

The target audience for this CoP will be the following: private, public and non-governmental sectors' actors working in the fields of investment and finance, mobile telecommunication, energy and/or rural electrification.

Description:

The objective of this platform is to facilitate mutual learning and collaboration on innovative business models and technologies for private sector led rural electrification.

Tags:

climate_change, knowledge, energy, innovation, telecommunications, finance, power, grid, off-grid, mobile_telephony, renewable_energy, rural_electrification, mini-grid, solar_energy, business_models

#Members:

783

Go to the Incubating Innovation for Rural Electrification group

Russia ECFS

Target Audience:

experts and practitioners in food security.

Description:

Join the World Bank and ECFS space to establish and support a network of specialists interested in food security.

Tags:

ceafs, russia, food_security

#Members:

85

Go to the Russia ECFS group

Clean Stove Initiative

Target Audience:

Practitioners and experts in clean cooking and heating solutions.

Description:

This forum aims to share best practices and collaborative knowledge on clean cooking and heating solutions around the world.

Tags:

eae, energy_access, energy, energy_extractives, enr, environment, environmental_health, hnp, policy, safeguards, sustainability, technology.

Members:

89

Go to the Clean Stove Initiative group

Caribbean Open DRI Community

ACTIONS

Sustainable Energy for All - Energy Access Practitioners Network Report

Session 2_Training_Beyond Energy Access_Gender Across Energy Topics.pptx

PCN_Gender and Electricity Infra_P147443.pdf

SE4ALL - Action Agenda 2012.pdf

WASHplus Weekly - Focus on Gender Mainstreaming and Clean Cookstoves

INCOMING LINKS

New C4D Homepage

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



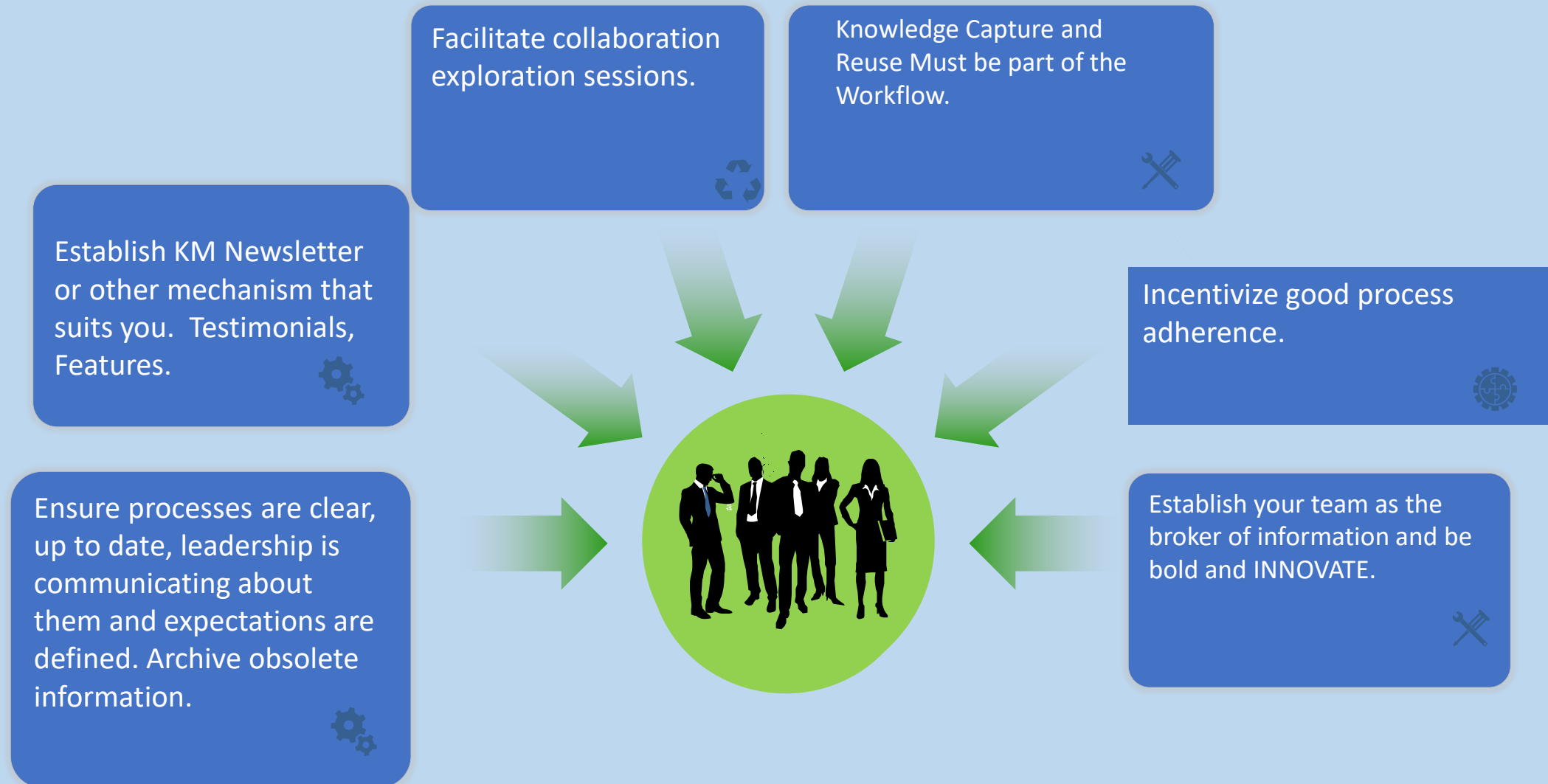
Technology is not the solution. It should serve as the enabler. No more than approx. 20% of your time should be focused on technology alone.



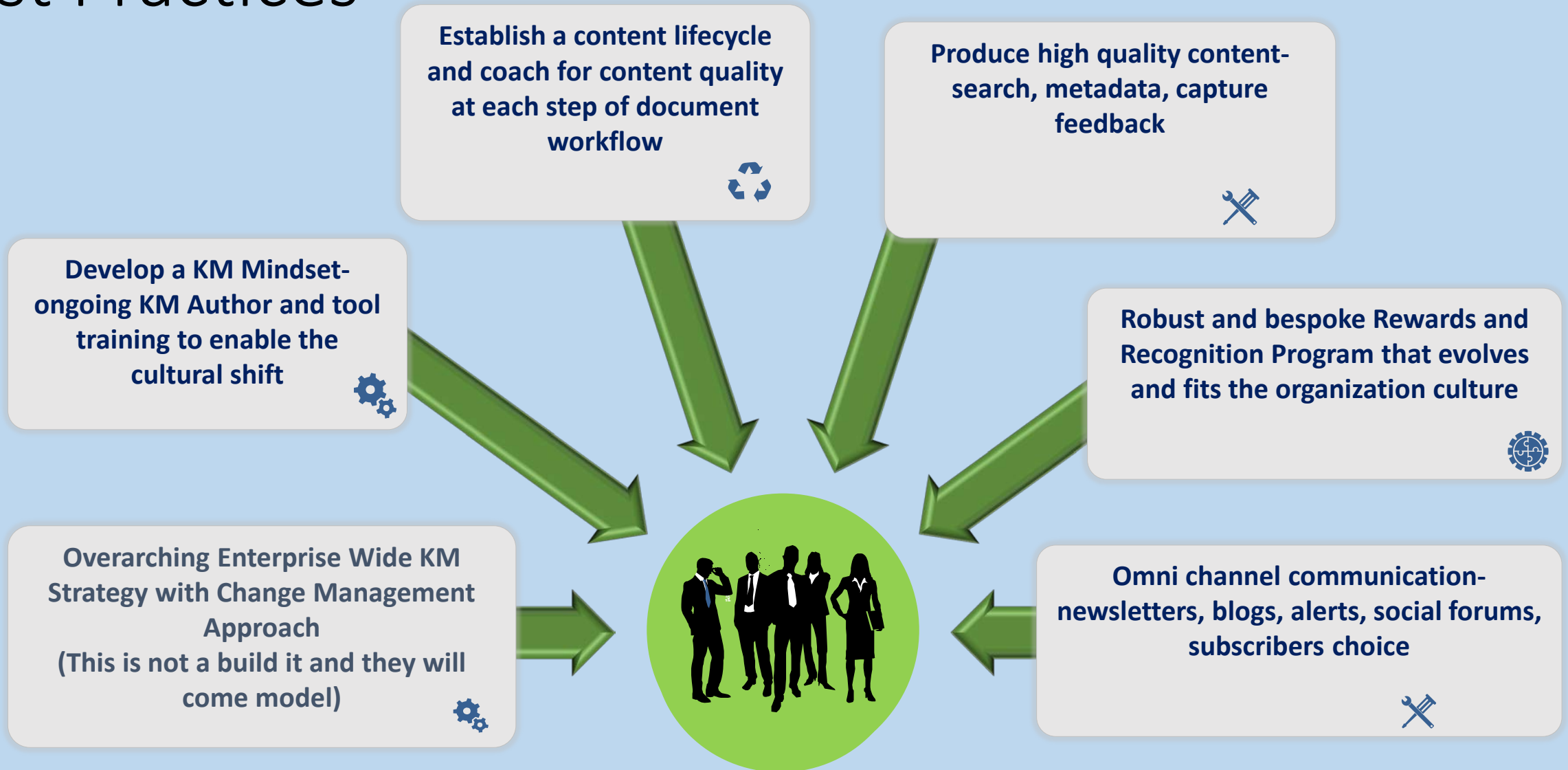
Create a Data Dictionary



Processes



Best Practices



KM Portals- some things to consider

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”*

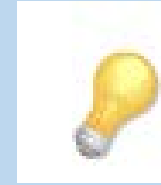
Solutions

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



Ask a Question



Get an Answer

Think of it as an *“Ask an Expert ”* for the organization



"An investment in knowledge
pays the best interest."

Benjamin Franklin