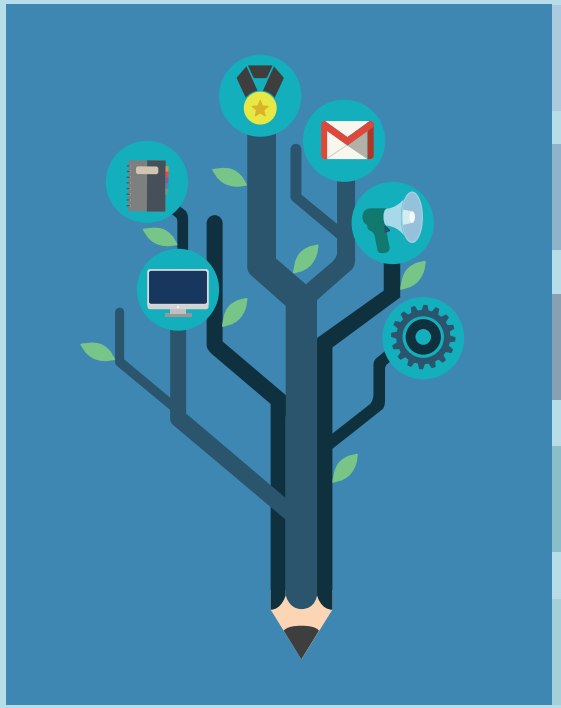
KNOWLEDGE MANAGEMENT

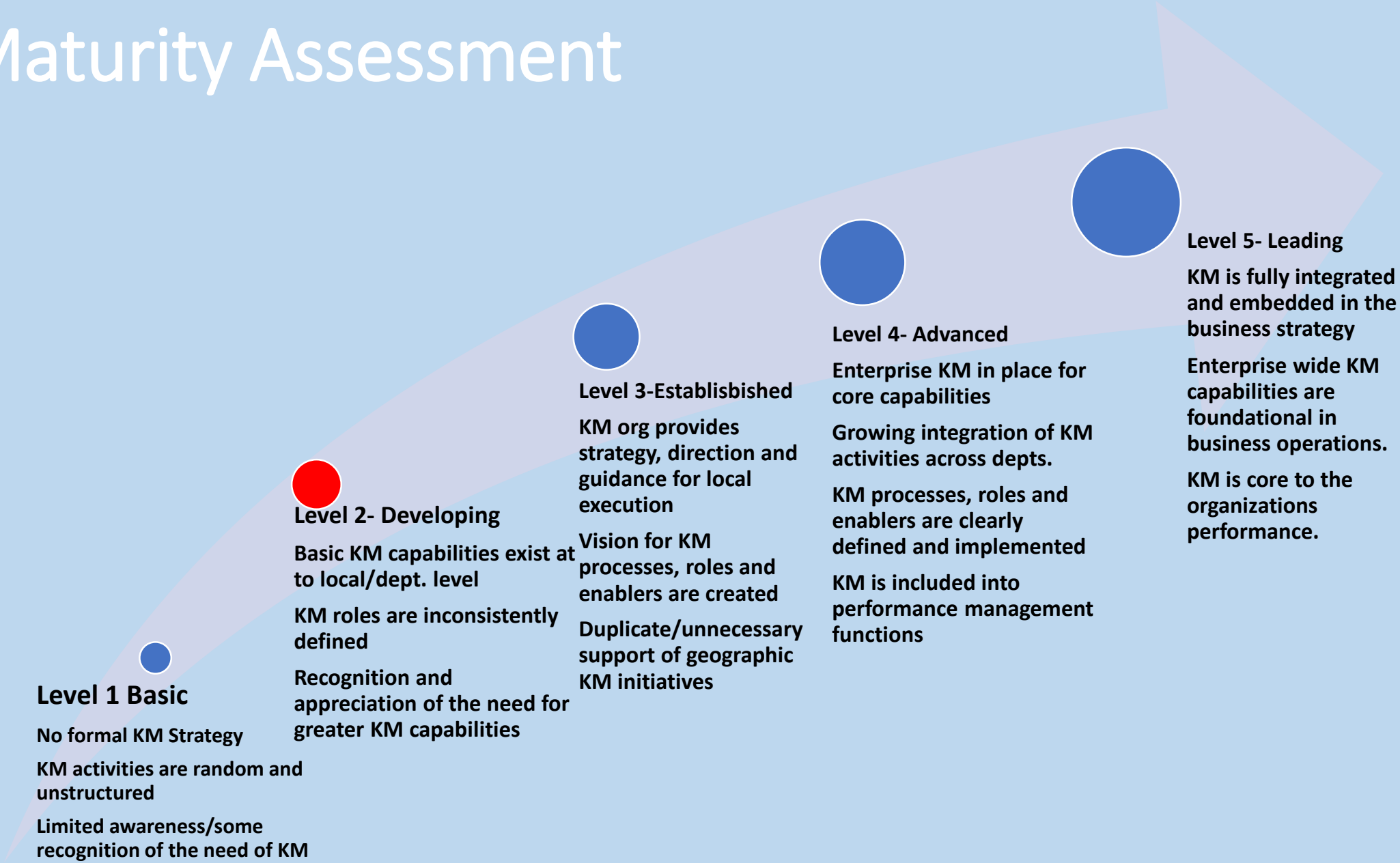
Presented by: Rita Kumar

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 to local/dept. level

KM roles are inconsistently defined

Recognition and appreciation of the need for greater KM capabilities

Level 3-Establisbished

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

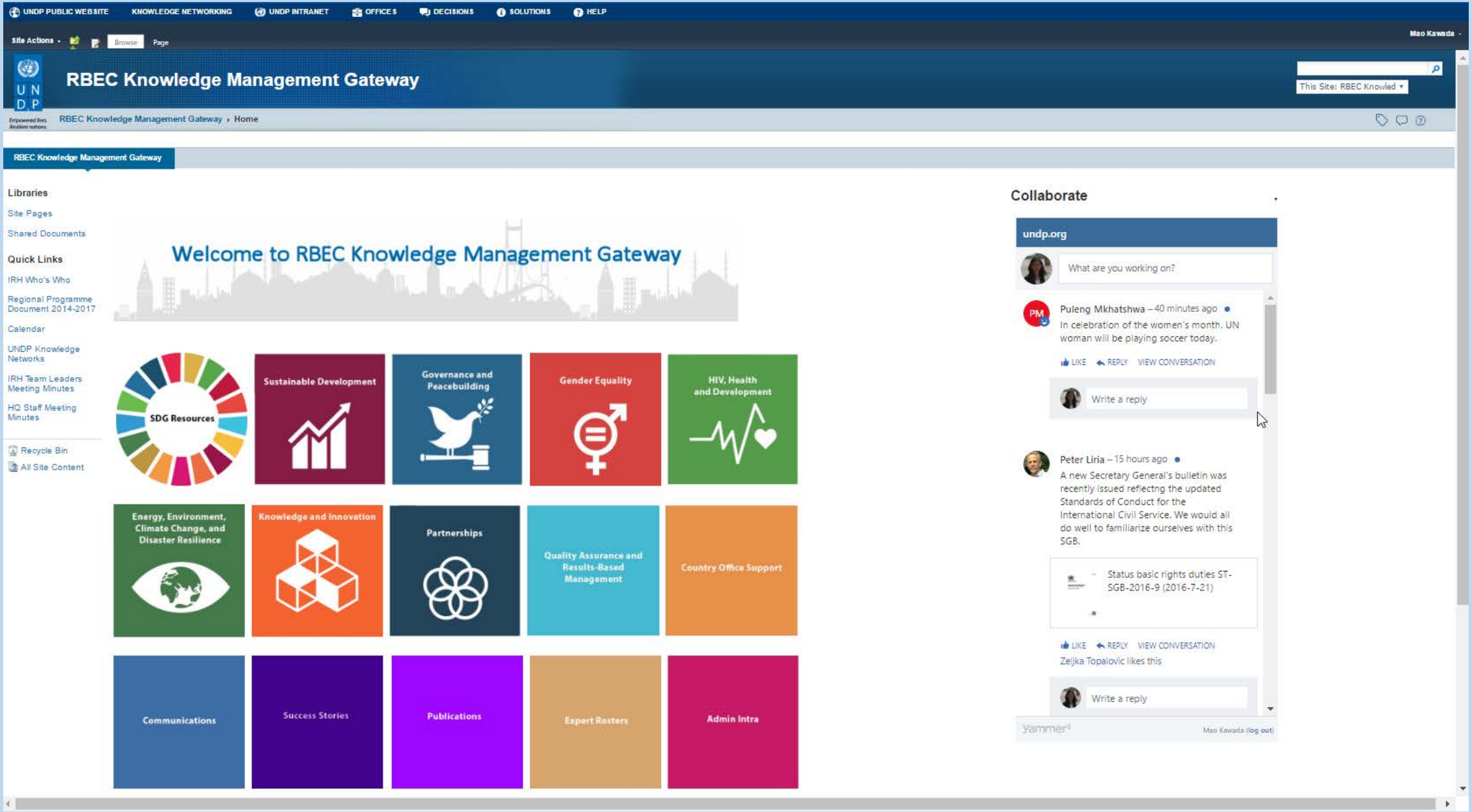
KM is fully integrated and embedded in the business strategy

Enterprise wide KM capabilities are foundational in business operations.

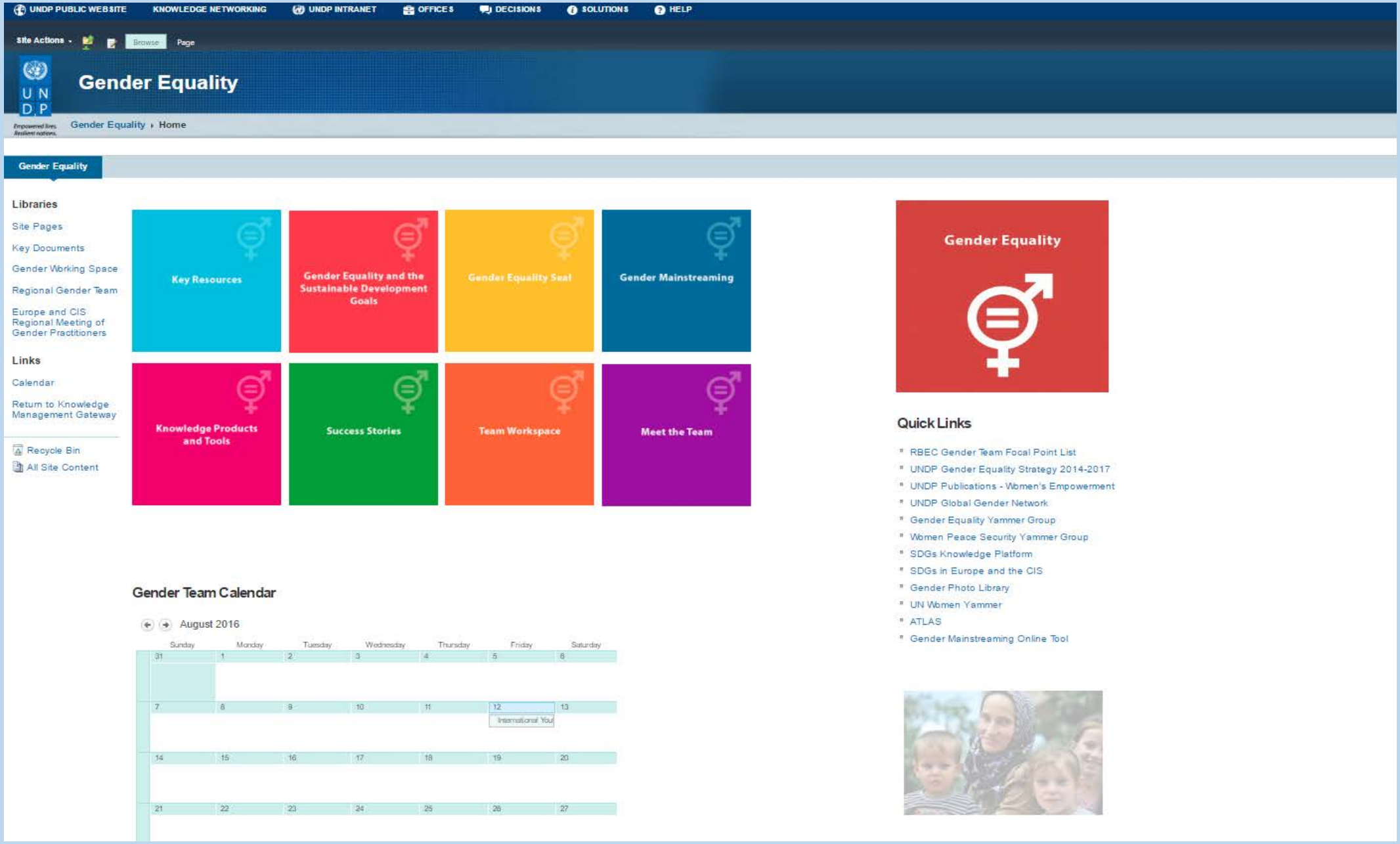
KM is core to the organizations performance.

EXAMPLES

Examples of KM Portals- UNDP



A Thematic Area within the HUB



2nd Example- Thematic Area

vernance and Peacebuilding

This Site: Governance a

nce and Peacebuilding › Migration

nal 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 ad 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 SA's 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

Quality Assurance and RBM Workshop

Quality Assurance and RBM Workshop ▸

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

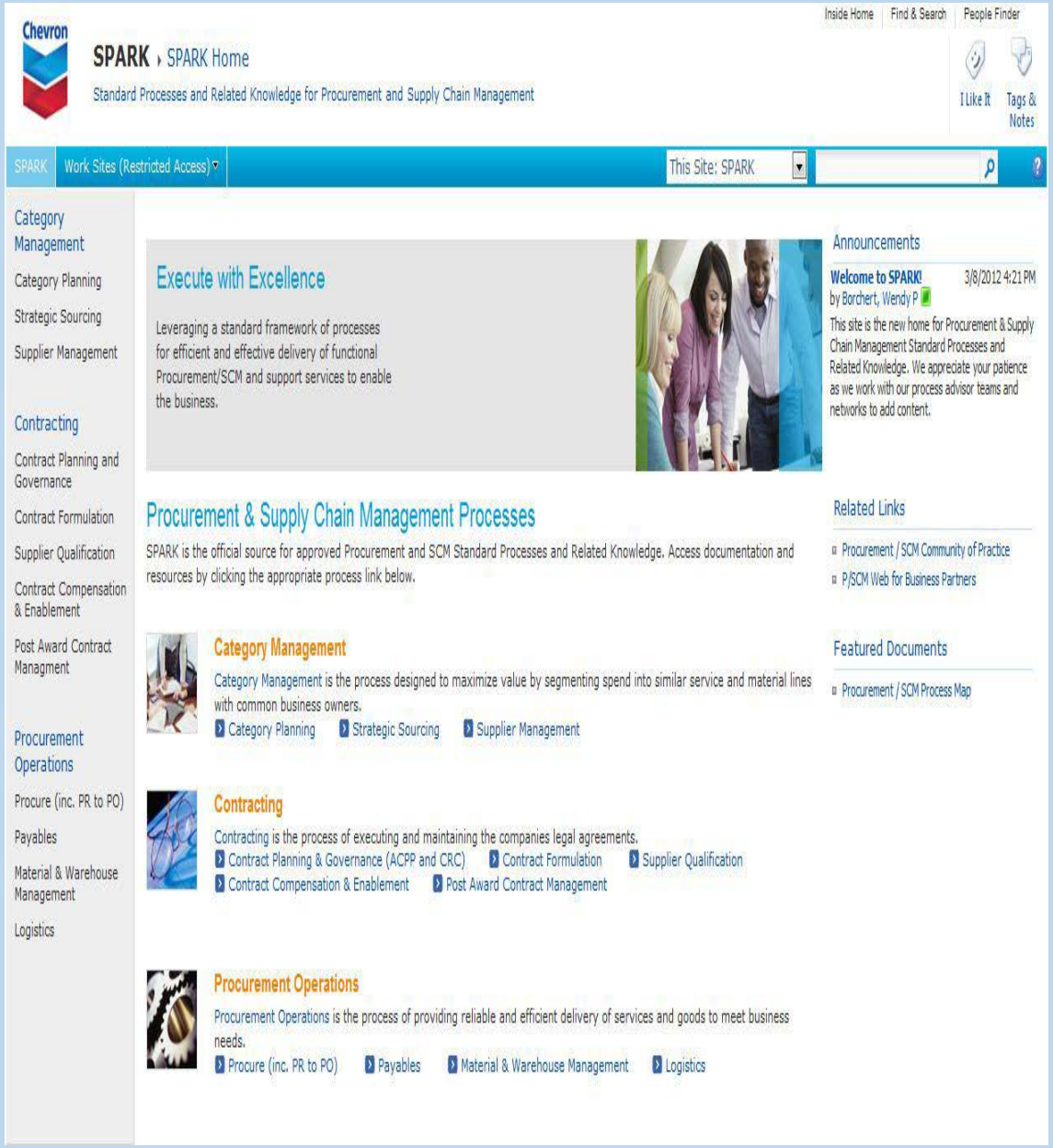
Presentation - Day2

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_Refresher_Marina Ten
	Session 5 - George Bouma - SDG Implementation-RBMQA workshopMay2016
	Session 5 - Robert Bernardo - SDGs in UNDP Programming
	Session 6 - NEC5 Journey and Road ahead_Present AS
	Session 7 - Elena Panova - SES ppt May 2016 final

Add document

Presentations - Day3

KM Portal- Chevron



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

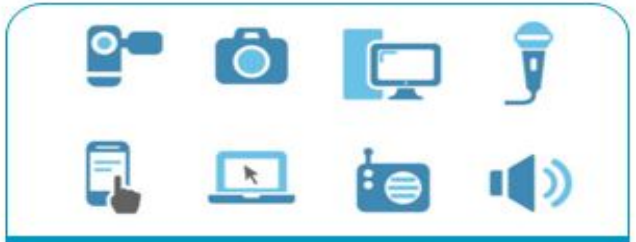
IW Learn

Home
News
Events
Projects
Resources
Contacts
Manuals
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
MAP
170
COUNTRIES
541
PARTNERS
WELCOME TO THE HOME OF GEF INTERNATIONAL WATERS PROJECTS
The Most Comprehensive GEF Web Toolkit Available

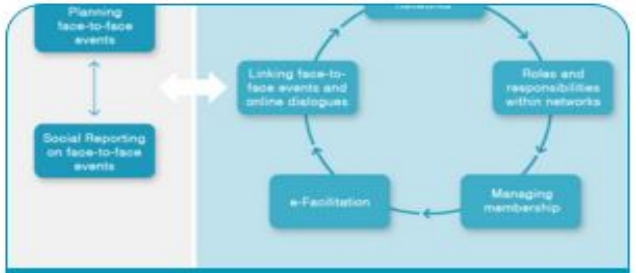
Swiss Development Cooperation

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 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.

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

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:

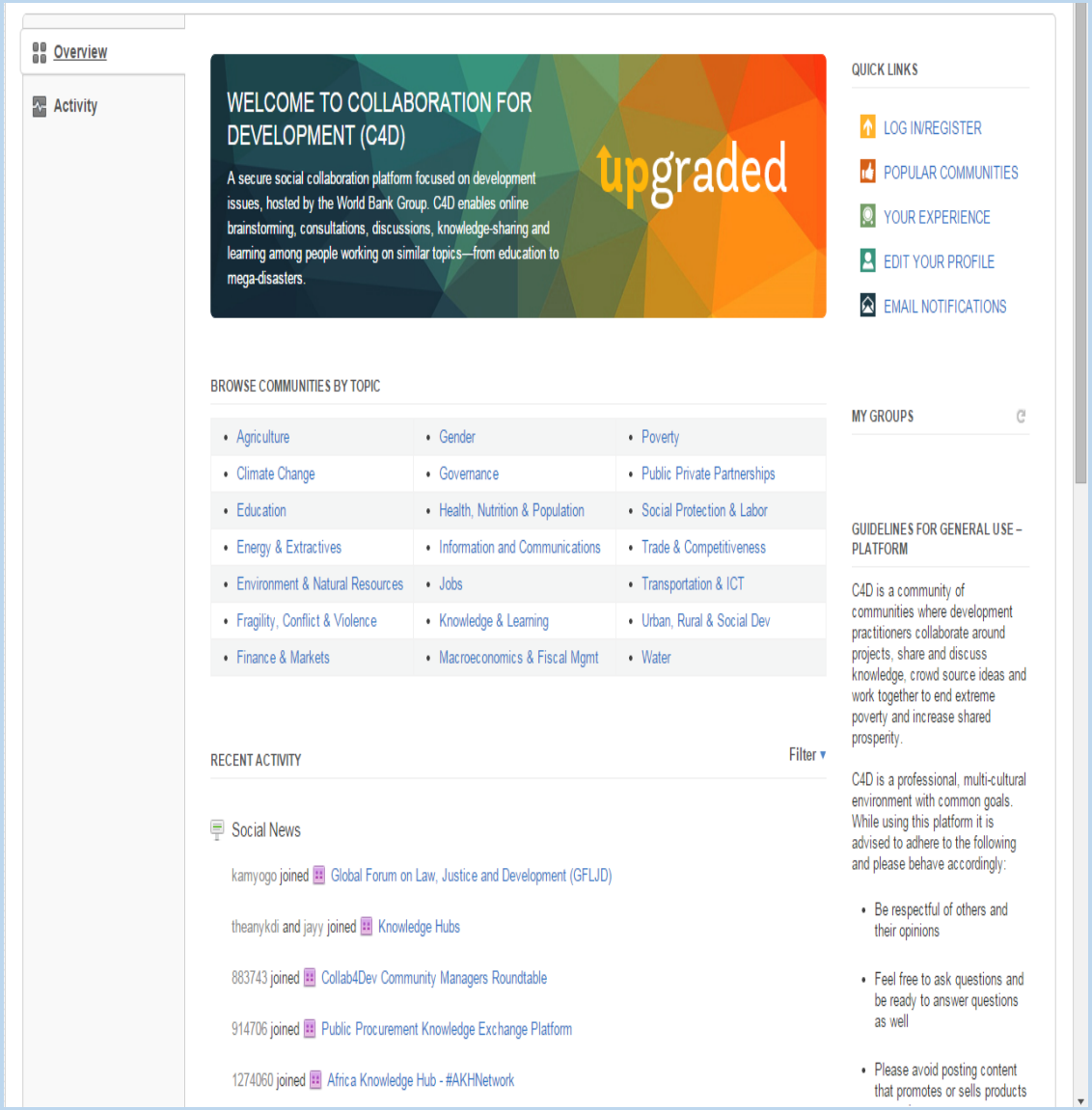
1. Download the App «Content Viewer»
   – iOS (Apple)
   – Android
2. Login:
   dps.client.deza@videobooks.com
   storytelling
3. Load the eBook (100MB)

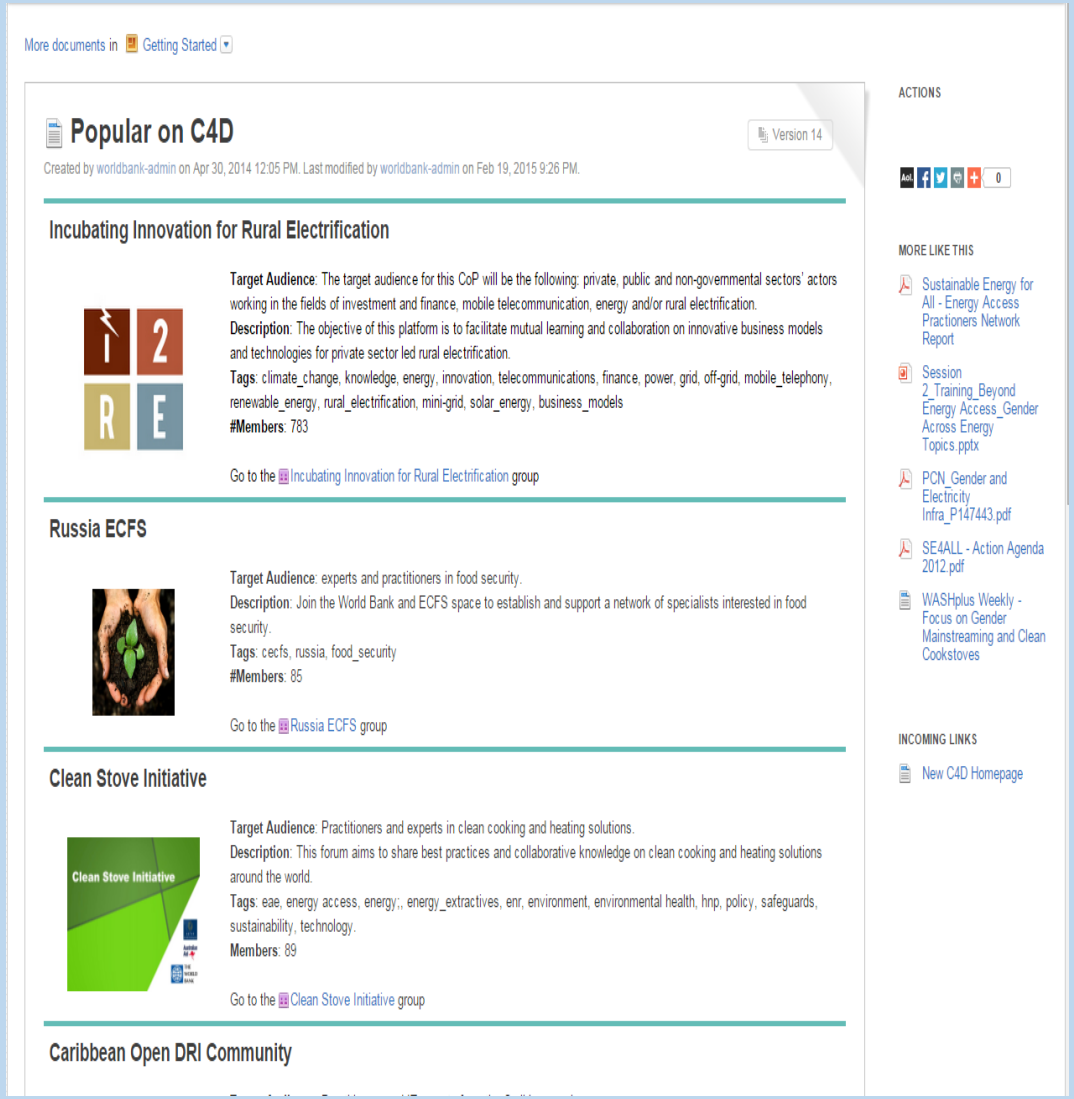
Web-access:

here

Collaboration- Pfizer

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

Processes

Facilitate collaboration exploration sessions.

Knowledge Capture and Reuse Must be part of the Workflow.

Establish KM Newsletter or other mechanism that suits you. Testimonials, Features.

Incentivize good process adherence.

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

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

Best Practices

Establish a content lifecycle and coach for content quality at each step of document workflow

Produce high quality content- search, metadata, capture feedback

Develop a KM Mindset- ongoing KM Author and tool training to enable the cultural shift

Robust and bespoke Rewards and Recognition Program that evolves and fits the organization culture

Overarching Enterprise Wide KM Strategy with Change Management Approach
(This is not a build it and they will come model)

Omni channel communication- newsletters, blogs, alerts, social forums, subscribers choice

KM Portals- some things to consider

Content

Collaborate and share rich media

Content such as:

- *PowerPoint*
- *Word*
- *PDF*
- *Video*

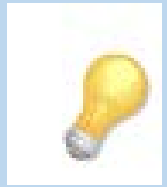
Delivers a centralized hub of explicit content.

Think of it as a *"Document Centre"*

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"*

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"*

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