

Developing a Knowledge Sharing Platform

An Interactive workshop to design an integrated Knowledge Sharing System

Taj Krishna Hotel, Road Number 1, Banjara Hills, Hyderabad, Telangana 500034, India

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More and more organizations realize the critical value sound knowledge management brings to their operations. Knowledge management touches the core of how organizations work. But knowledge management is also a complex undertaking that brings together many important factors within the institution. Systems and processes are needed to manage knowledge in such a way that it can be captured, stored, shared and disseminated when needed and where needed. As knowledge is all about people, knowledge management systems address day-to-day knowledge needs of people. In a work environment a KMS is supposed to support staff and management by providing the necessary information and additional insights needed to make decisions or perform a certain task.

Setting up a Knowledge Management technology infrastructure can be a complex process, requiring careful analysis of a range of needs by different stakeholders. It can help to structure a needs-based analysis into smaller parts. At the core of this analysis is the question “What can help to improve the way we conduct our business and better serve our users?”

This workshop will help to develop a sound understanding of the wide array of possibilities and functionalities that knowledge management systems (KMS) can bring to the table. Not all of them will be important for your organization, but some of them may prove invaluable. The workshop will take a step-by-step approach from analysis to visioning to initial planning of a KMS.

Objectives:

1. Develop a good understanding of the current KMS landscape within the organization, what works and what does not;
2. Understand the array of KMS functionality and which are useful to meet the needs of the organization and its business processes;
3. Describe the ideal future KMS of the organization: Design a draft specifications sheet/terms of reference (ToR) for future vendors to support the KMS implementation;
4. Develop a high-level KMS implementation roadmap.

Output:

- The draft Terms of Reference for a new/revised/adapted KMS for the organization.
- A high-level road map for the implementation of the KMS.

Duration: 2 days

Facilitators: Zachary Wahl and Dale Tuttle (Enterprise Knowledge), Steffen Janus, Jeff Kwaterski and Kerstin Tebbe (World Bank Group)

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Day 1: KMS Business Value and Understanding KMS Functionality

Time	Session
9:00 - 9:30	Opening <ul style="list-style-type: none">- Introductory remarks by Senior Management
9:30 - 10:00	Recap from Assessment workshop on Knowledge Sharing <ul style="list-style-type: none">- Presentation by World Bank- Plenary discussion on the importance of knowledge sharing for the organizations
10:00 – 11:00	Group Introductions and Goals <ul style="list-style-type: none">- Round Table Introduction, Identification of Goals Discussion on Past Projects Successes and Failures <ul style="list-style-type: none">- Identify past projects and discuss how KMS helped to make them successful or could have improved them.
11:00 – 11:15	Morning break
11:15 – 12:15	Discussion on Business Challenges <ul style="list-style-type: none">- Identify the primary business challenges facing your organization, rank them, and discuss how KMS can potentially help to address them. Current Knowledge Management Systems Review <ul style="list-style-type: none">- Identify existing KMS being used within the organization.- Discuss the strengths and weaknesses of each. Current Information Related Efforts <ul style="list-style-type: none">- Identify projects currently in process or those that are planned.
12:15 – 13:00	Lunch break
13:00 – 14:30	KMS Functionality and Business Benefits <ul style="list-style-type: none">- Presentation from World Bank on KMS Functionality.- Discuss how KMS Functionality can potentially address the identified Business Challenges. Identifying Your Ideal KMS <ul style="list-style-type: none">- Define the functionality that can best address your Business Challenges.- Discuss who the system would be for, what information it would contain, and what problems it might solve.
14:30 – 14:45	Afternoon break
14:45 – 15:45	Define Your KMS Goals <ul style="list-style-type: none">- Agree on the specific KMS Functionality that will best serve our needs.
15:45 – 16:00	Closing Day 1

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Day 2: Developing a Road Map and Creating Terms of Reference

Time	Session
9:00 – 9:30	Recap Day 1 and outline for Day 2
9:30 – 12:30	KMS Prioritization and Road Mapping <ul style="list-style-type: none">- Prioritize the design components you consider most important for the KMS.- Identify key stakeholders to be involved in the effort.- Discuss means to engage these stakeholders.- Presentation from World Bank on future steps on the Road Map.- Discuss factors that will influence the project timeline.- Discuss next steps to maintain project momentum. <p>Morning break at 11:15am</p>
12:30 – 13:30	Lunch break
13:00 – 14:30	Documenting Vision and Objectives <ul style="list-style-type: none">- Develop a Vision Statement to support the clear communication of goals within the Terms of Reference. Begin “Assembling” the Terms of Reference <ul style="list-style-type: none">- Work in groups, pulling from past discussions and exercises, to assemble the key components of the Terms of Reference.
14:30 – 14:45	Afternoon break
14:45 – 16:00	Conclude work on the Terms of Reference
16:00 – 16:30	Summary and closing