Connecting the Information Dots

A Webinar Series for International Not-For-Profit Organizations
Our Lens

• Management of Information
  – Project/Program
  – Archival
  – Operational
  – Financial

• Solutions implemented by our member organizations

• Interesting products from various vendors
Our Lens Filter

• International Not-For-Profit Organizations
• Low Resource Areas, the Edge of the Network
• Products that are relatively new or not widely used
• “...don’t reinvent the wheel...”

http://www.edgeof.net/
# Webinar Series

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<th>Date/Time</th>
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<td>M&amp;E with DHIS2</td>
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<td>Tues, July 16\textsuperscript{th} @ 11:30AM - 12:45PM EDT</td>
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<td>Weds, July 31\textsuperscript{st} @ 11:30AM - 12:45PM EDT</td>
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<td>Tues, Aug 27\textsuperscript{th} @ 11:30AM - 12:45PM EDT</td>
<td>An Integrated Approach to Award and SubAward Management</td>
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Today’s Webinar

Knowledge Management / Content Management / Publishing and Workflow

Presenters: Igal Rabinovich, CEO, n-Village
Laura Raney, Sr. Technical Officer, FHI 360

Moderator: Bill Lester, Executive Director at NPOKI
Questions

• Type your questions in the QUESTIONS box of the control panel. We’ll ask the presenters to respond to timely questions during their presentation. We’ll address the rest of the questions at the end of webinar.

• By default, your microphone is muted. Because we have so many attendees, we’ll keep everyone muted throughout the webinar.
Webinar Recording

• We’ll be recording the webinars in our series
• We’ll make these recordings available to those who attended the webinars first, and eventually to the general public
Let’s Take Two Quick Polls!

- We want to learn about your organization
- We want to learn about Knowledge Management (KM) at your organization
Knowledge Management / Content Management / Publishing and Workflow

KM at International Not-For-Profit Organizations

Connect the Information Dots Webinar Series
June 18, 2013

Laura Raney, Sr. Technical Officer, FHI 360
Definitions

Knowledge Management
Definitions

Knowledge Management

Delivering the right information, to the right person, at the right time and in the right format
What is the difference?

- Content
- Information
- Knowledge
So why KM?

1. Information age
2. Organizational objectives
   – Improved performance
   – Efficiency
Establishment of KM Strategy

• Mandate
• Need for sharing info
• Improve organizational efficiency
• Improve collaboration
• Deal with staffing issues
• Frustration
Challenges for KM

1. Lack of internal buy-in and staff involvement
2. Technical issues
3. Lack of time
4. Structural difficulties to reach staff
5. Lack of understanding of KM
6. Difficult to capture information
KM Components

1. People
2. Strategies
3. Technologies
Organizational Example

Academy for Educational Development (AED, now FHI 360)

• Began in Information Services department—part of business development

• Knowledge Management department – VP for KM
To Join the Conversation

• Global Health Knowledge Collaborative (GHKC – formerly the Knowledge Management Working Group)
  www.globalhealthknowledge.org

• KM4Dev http://www.km4dev.org/
More information on KM

• KM for Health and Development Toolkit 
  [www.k4health.org/toolkits/km](http://www.k4health.org/toolkits/km)

• USAID Learning Lab [usaidlearninglab.org](http://usaidlearninglab.org)

• Agrilinks [http://agrilinks.org/](http://agrilinks.org/)

• Research to Action

• Asian Development Bank

• LinkedIn: KM World, Gurteen's KM Community, KM Edge, etc.
More information on KM

- APQC (American Productivity & Quality Center) [http://www.apqc.org/](http://www.apqc.org/)
- NGO Connect.net [www.NGOConnect.NET](http://www.NGOConnect.NET)
- KDID (Knowledge Driven International Development, which includes Microlinks) [http://kdid.org/](http://kdid.org/)
- World Bank K4D
More information on KM

• FRAME (Natural Resource Management) http://www.frameweb.org/

• Natural Resources Development and Management Portal http://rmportal.net/
Managing Information

Connect the Information Dots Webinar Series
June 18, 2013

Igal Rabinovich, CEO, n-Village
n-Village Introduction

Igal Rabinovich, June 2013
We Deliver the Right Information to the Right Person at the Right Time in the Right Format.
• **n-Village** – was launched in December of 2012 as a Joint Venture with Webinfinity to deliver a SaaS solution for Knowledge / Content Management and Delivery to the NFP community.

• **Webinfinity**
  – UK based, 50 person web / application development house
  – Established in 1998
  – North American office opened in 2012
  – Created the platform that powers our solution
We Power

- Global Field/Partner Enablement Solutions
- Strategic Partner Engagement
- Automated Partner On-boarding/Contracting

Reference > Ashley Robinson, Director EMEA Integrated Marketing

- Channel Eco System Global Communications
- Sales Enablement Solutions

Reference > Ira Simon –VP Global Channel Marketing

- Partner Program Systemization
- Partner Portals/Ecosystem Enablement
- Reseller Communications Automation

Reference > Romain Cholat, VP and General Manager EMEA
We Power

- Global Partner Enablement
- Integrated PRM Systems
- WW Revenue Analysis and Reporting

Reference > Frederic Portella - Director, Channel Marketing & Inside Sales

- Global PRM / Opportunity Management Solutions
- Extensive Salesforce.com Integration
- Content Management and Distribution

Reference > George Kafkarkou, SVP Global Channels

- Fully integrated Web/PRM Solutions Landscape
- Integrated eCommerce
- Integrated Back Office / ERP Landscape

Reference > Chris Hickey, President
Solutions Landscape

Client

Partner

Employee

Content Portal

Process Portal

CMS
SharePoint
sitecore

CRM
Salesforce
Microsoft Dynamics CRM
Content vs Knowledge

Audience – Reduced Relevance

Organizational Processes

Content

Knowledge
Managing Knowledge

Key Design Elements
- Relevance
- Barriers to contribution
- Motivation to participate
- Less is More
- Content expires
- Dialogue vs Written
Knowledge Management / Content Management / Publishing and Workflow

Solution Overview

Igal Rabinovich, June 2013
Q & A
## Contact Information:

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