Connecting the Information Dots

A Webinar Series for International Not-For-Profit Organizations
# Webinar Series

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tues, Mar 11th @ 11:30AM - 12:45PM EST</td>
<td>Knowledge Management / Content Management / Publishing and Workflow</td>
</tr>
<tr>
<td>Tues, Apr 8th @ 11:30AM - 12:45PM EDT</td>
<td>Cloud Based Solutions For Better Managing Projects And Data In International Development – A DevResults Case Study</td>
</tr>
<tr>
<td>Tues, May 13th @ 11:30AM - 12:45PM EDT</td>
<td>Best Of Breed: Bringing Together Financial, Grant, and Donor Management Systems</td>
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</table>
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
Today’s Webinar

Knowledge Management / Content Management / Publishing and Workflow

Presenters: Igal Rabinovich, CEO, n-Village
Laura Raney, Senior Communications and Knowledge Management Advisor, Jhpiego

Moderator: Bill Lester, Executive Director at NPOKI
Let’s Take Two Quick Polls!

• We want to learn about your organization
• We want to learn about Knowledge Management (KM) at your organization
The Speakers

- Laura Raney, Senior Communications and Knowledge Management Advisor, Jhpiego
- Igal Rabinovich, CEO / Founder, n-Village

The Agenda

- Current state of KM in our sector
- Focus on getting started but touch on the full spectrum
- Defining Knowledge Management / Sharing
- Organizational Examples
- Why should we care and how to frame our thinking
- How to get started
- Key elements of managing knowledge
- Tools and Techniques
- Join the conversation
- Introducing the InsideNGO KM Working Group
- Q&A
What is Knowledge Management?

GHKC 2013
Delivering the right information, to the right person, at the right time and in the right format
What is the difference?

Communities – Reduced Relevance

Organizational Processes

Knowledge
Program on Vulnerable Population

- 458 members

Build local training for mental health professionals

Collaborate on implementation of the national mental health plan

Develop support models for family caregivers

Promote advocacy

458 members  View All

Other Links
- Nulla vitae elit libero, a pharetra augue.
- Nullam Tortor Justo
- Aenean lacinia bibendum nulla sed consecteturs.
- Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus.
- Porta Fringilla Amet Elit Eltann

M&E Results

Date range: Jan 10, 2014 to March 8, 2014

Add a comment

Upload Resources

Nulla vitae elit libero
Nullam Tortor Justo
Aenean lacinia bibendum nulla sed consecteturs.
Digital Jobs Africa

The current pace of job creation in Africa cannot meet the demands of the world’s fastest growing youth population.

Digital Jobs Africa aims to impact 1 million lives in six countries in Africa by catalyzing sustainable Information Communication Technology-enabled (ICT) employment opportunities and skills training for high potential but disadvantaged African youth, thereby generating social and economic opportunities for those employed, their families and communities.

The Foundation will work in close partnership with other stakeholders – private sector, government, civil society and the development sector.

Featured Communities
- Save the Whales
- Save the Trees
- We Love Painting
- Classic Violins
- Gadgets

Survey
- Survey of Rockefeller Foundation’s Progress in Secure Livelihoods

Projects
- Financing Agricultural Growth in Africa
- Uniting Africa to Face Climate Change
- Program Related Investments

Events
- Forum on Impact Investing in East and Southeast Asia
Organizational Example

• Knowledge Services unit within Information Services and Technology Support department

• KM approaches used include:
  – Intranet and extranets
  – Communities of practice (discussion groups and regional meetings)
  – “BBLs” (Brown-bag lunch seminars)
  – Webcasting and viewing parties
  – Webinars
# History of KM at the World Bank

<table>
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<th>Year</th>
<th>Events</th>
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| 1996 | • President Wolfensohn announces Knowledge Bank  
• Thematic Groups launched  
• Advisory Services created |
| 1997 | • Strategic Compact approved  
• Global Knowledge conference convenes |
| 1998 | • All World Bank offices linked to a global communications system  
• Innovation Marketplace launched  
• Knowledge Sharing becomes part of the Overall Performance Evaluation |
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
Considerations
Building a Business Case?

Build your case using real and relevant data
• Actual lost revenue opportunities
• Actual revenue that would not have been realized
• Cost of replacing lost knowledge
• New revenue sources
• Costs of duplication of effort
• Look at what if scenarios
Capturing Knowledge

A

B
How to Start?
How to Start?

Communities

Content / Information
Managing Knowledge

Key Design Elements

- Relevance
- Barriers to contribution
- Motivation to participate
- Less is More
- Content expires
- Dialogue vs Written
Secure Livelihoods

February 2013 Leader Board

- **Topic Expert**: Scott Jones
- **Thought Leader**: Jim Reagan
- **Most Relevant**: Nancy McDonald
- **Organizer**: Jill Smith
- **Publisher**: Jerry James
- **Most Popular**: Jordan Cly

February 2013 Stats

- **Submissions**: 400
- **Internal Views**: 326
- **External Views**: 260
- **Published**: 380
- **Clicks**: 370
- **Votes**: 500

Currently Trending Topics

- **Storm Sandy Related**
- **Transform Cities**
- **Revalue Ecosystems**
- **Advance Health**
KM Components

1. People
2. Strategies
3. Technologies
KM Tools and Techniques

- After Action Reviews (AARs)
- Communities of Practice
- Conducting a knowledge audit
- Peer assists
- Social network analysis
- Storytelling
- Exit interviews

Source: FAO 2005
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

• Knowledge Management (KM) in Global Health Programs – USAID Global Health Learning
  http://www.globalhealthlearning.org/course/knowledge-management-km-global-health-programs-0
More information on KM

• FAO: ABC of Knowledge Management

• Swiss Agency for Development and Cooperation Knowledge Management Toolkit
More information on KM

- USAID Learning Lab [usaidlearninglab.org](http://usaidlearninglab.org)
- LinkedIn: KM World, Gurteen's KM Community, KM Edge, etc.
More information on KM

• APQC (American Productivity & Quality Center)  
  http://www.apqc.org/
• NGO Connect.net  www.NGOConnect.NET
• SID KM Workgroup  
  http://www.sidw.org/knowledge-management-workgroup
• KDID (Knowledge Driven International Development, which includes Microlinks)  http://kdid.org/
• World Bank K4D
InsideNGO KM Working Group

How can we help?

1. Conversations
   (Listserv, Virtual Discussion Forums)

2. Resource Library

3. Learning Opportunities
   (Case Studies, Training, Technology)
Q & A
## Contact Information:

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