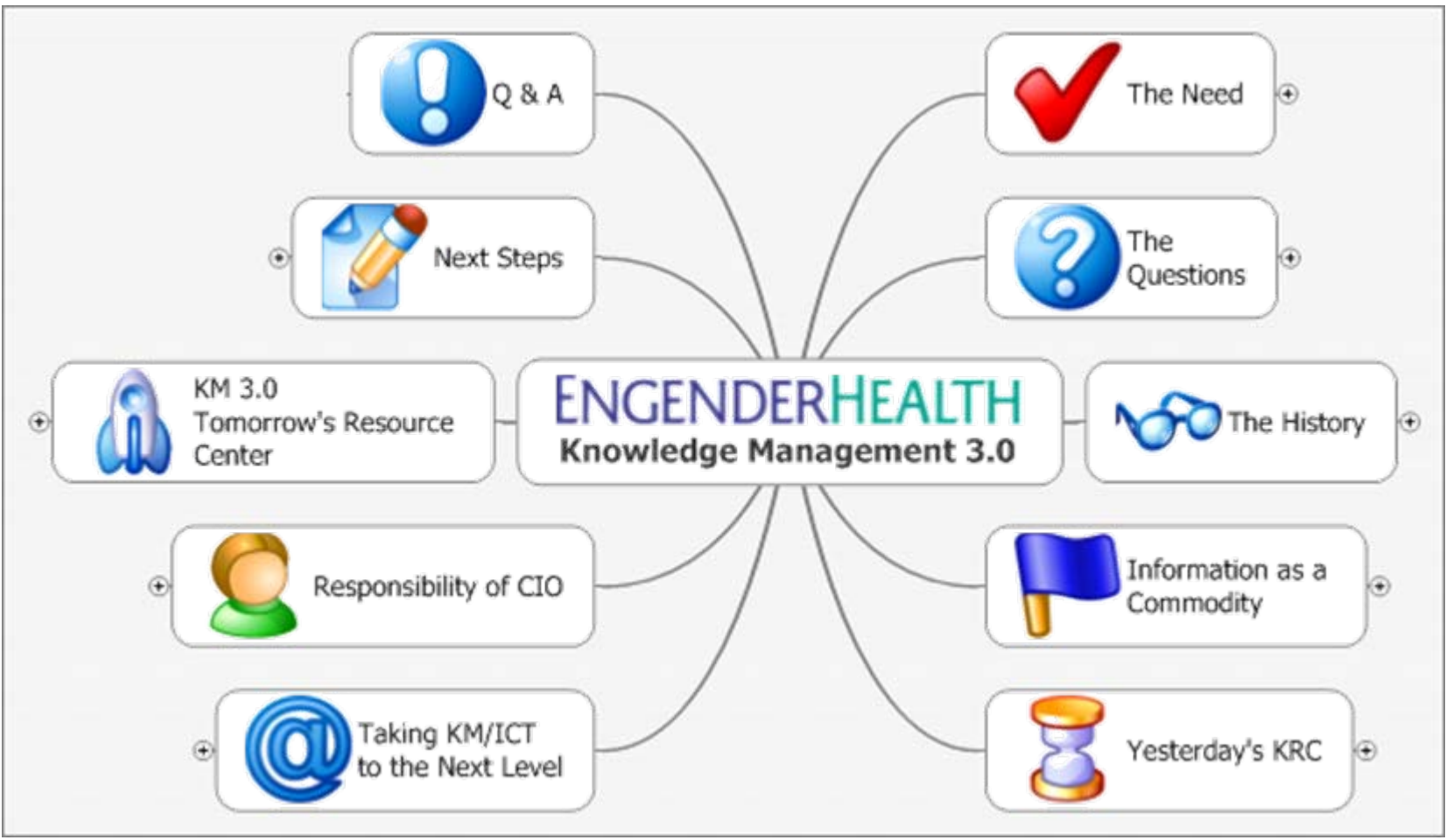


Knowledge Management 3.0



The Need



- EH needs a better way to find, access, evaluate, and archive information resources, both internal and external
- Staff must be able to effectively communicate and collaborate with other staff and external parties

The Need (2)



- ICTs as a way of managing the knowledge, and improving the bottom line
- Solutions with a Country-Centric focus, and no technology support needed
- Knowledge workers with the skills of a librarian, trainer, helper

The Questions



- How do we move from a top-heavy, limited access environment to a dynamic, user-driven one?
- How do we transform the librarian into a knowledge helper as a way of empowering the enduser, and increasing access to information?

The History



KM 1.0

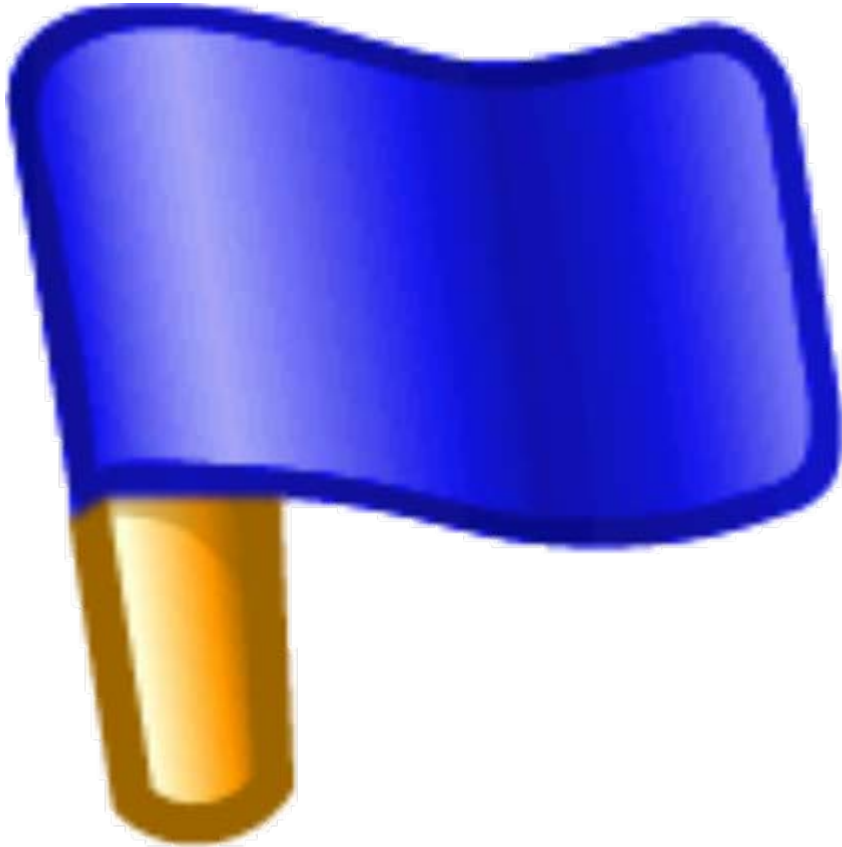
- Classic KM 1997
 - Little understanding of needs
 - Focus on Programmatic work
 - Under-resourced
 - The wrong people doing the wrong work
 - Bill = Director of Technology
 - Library under VP of Operations

KM 2.0

New Age KM 2000

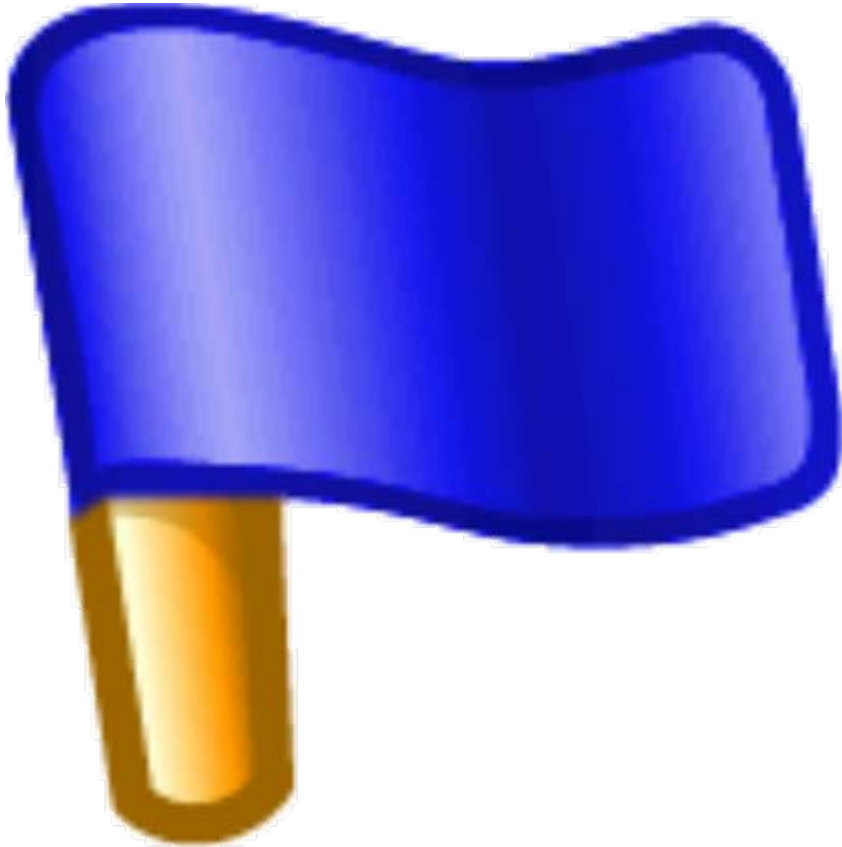
- Technology-driven
- Infrastructure intensive
- Not workable for low resource areas
- Bill = Chief Technology Officer
- Library under KM
 - In 2005, we closed the Library

Information as a Commodity



- old: Accurate, relevant and timely information is the key ingredient to effective program decision-making
- new: Information affects all aspects of business, and has real value in dollars and cents

Information as a Commodity (2)



- information can make a company more competitive, as well as more productive

Yesterday's KRC



- Limited to traditional resource buckets (Ovid, Information Express, Popline, etc.)
- Limited access to all resource buckets
 - E-mail
 - Shared Drives
 - Web sites/Portals
 - Personal collections
- Proprietary Database (InMagic)

Yesterday's KRC (2)



- Centralized management of resources, both physical and virtual
- Multiple search engines required
- Limited support/training to end users, especially field staff
- Lack of evaluation/feedback system

Yesterday's KRC (3)



- Lack of written policies for retention of physical and virtual properties

Taking KM/ICT to the Next Level



- ICTs as a programmatic tool, as well as an operations tool
 - OSI Project
 - ACQUIRE Knowledge to Practice Team
- Tools that are driven by the end user, not the IT staff
 - Content Management System for Standard Operating Procedures

Taking KM/ICT to the Next Level (2)



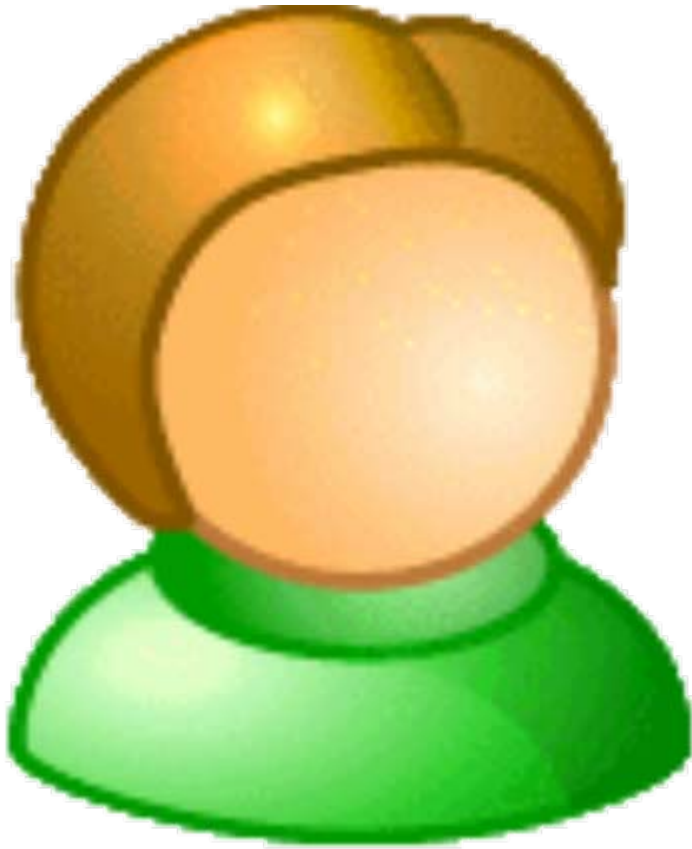
- ...an increased emphasis on using ICTs to change the organization rather than just to run it
 - Strategic Planning Forums
- iRider as an intermediary in effective use of ICTs
- Collaboration
 - NPOKI
 - Creative Commons License

Taking KM/ICT to the Next Level (3)



- CIO as an advocate for innovation

Responsibility of CIO



- Helping the business innovate through its use of ICT
- The delivery of ICT resources and services to support both business and program functions
- Making it NOT about the tools, but the results

Responsibility of CIO (2)



- Partners with KM workers, Evaluation & Research Team, Technology & Database Team to make it happen
- Bill Lester = Chief Information Officer

KM 3.0 Tomorrow's Resource Center



Access to multiple resource buckets, using a single searching tool

- EHGoogle
- Empowers enduser

Allows individual growth through the use of mentors (iRiders)

- Shepherds of focused information delivery
- Changed Behavior

Allows for horizontal and vertical growth through Communities of Practice

- Sharepoint 2007
 - Online
 - Intranet 3.0
 - Extranets
- Groove 2007
 - Offline/Low Resource

Identifies experts as a resource

- EExperts

SOPs for field libraries

Decentralized management of resources

Allows for peer-to-peer
evaluation/feedback

New Tools

- EHWikipedia
- EHUniversity
- End of Project Web Sites
- Google Desktop

Next Steps



- Rebuild the RC homepage
 - Gear towards the type of user
 - Better organized, more intuitive
 - New search engine
 - I-Share for marketing
- Journals and reports directly to end users
- Document Management
 - Sharepoint 2007

Next Steps (2)



- Train more iRiders
 - Bring back Librarians as iRiders
- Physical space for reference books and journals
 - SOPs for what should be in a field/regional office reference center
- Design processes that allow us to capture, store, and retrieve our information
 - Tagging
 - Keywords

Next Steps (3)



- Culture shift

Q & A

