Driving up the Value of PAI Information "ePAI"

APLIC-I Conference

April 15, 2008

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Agenda

- Context – KM Origins
- ePAI Project Progress Overview
- Next Steps
- Questions / Comments / Discussion

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PAI Context

- ePAI = electronic PAI + Knowledge Mgmt
- 35-40 Staff
- Washington, DC
- Offsite Consultants / Frequent Intl Travel
- “Grass Tops” Research & Advocacy
- Strong Teaming Workstyle
- Innovative CEO

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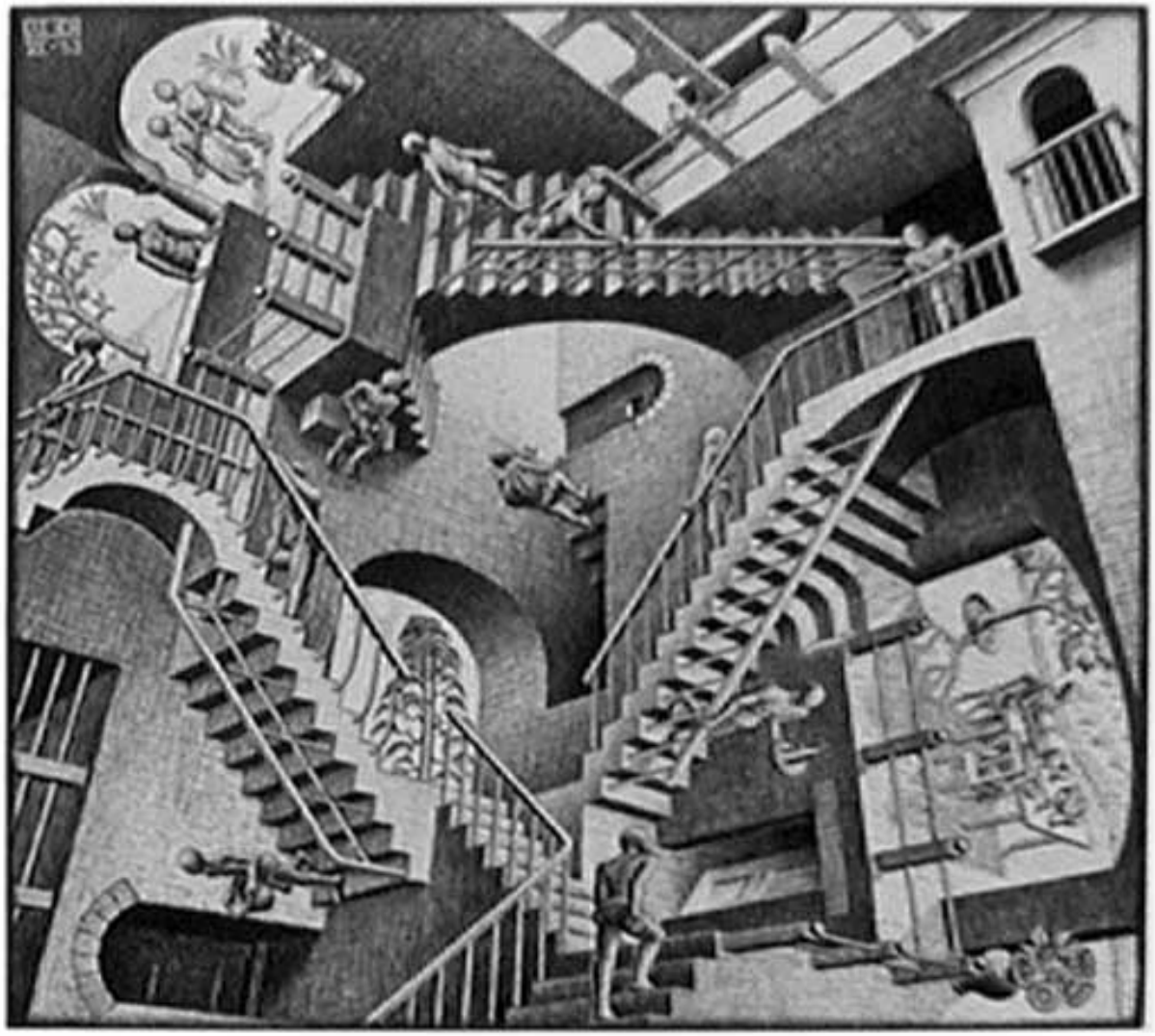
PAI's KM Origins (2003)



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File System Evolution

- 5 Mile View -

Closed

Duplication/Sprawl – Buried Resources – Content Hording

Open

Functional Structure – Asset Collections – Content Sharing

Collaborative

Functionally Integrated Workspace/Resources – Automated Workflows (+ Remote Access – Version Control – Self-service Alerts – Learning and Idea Tools - External Partnering)

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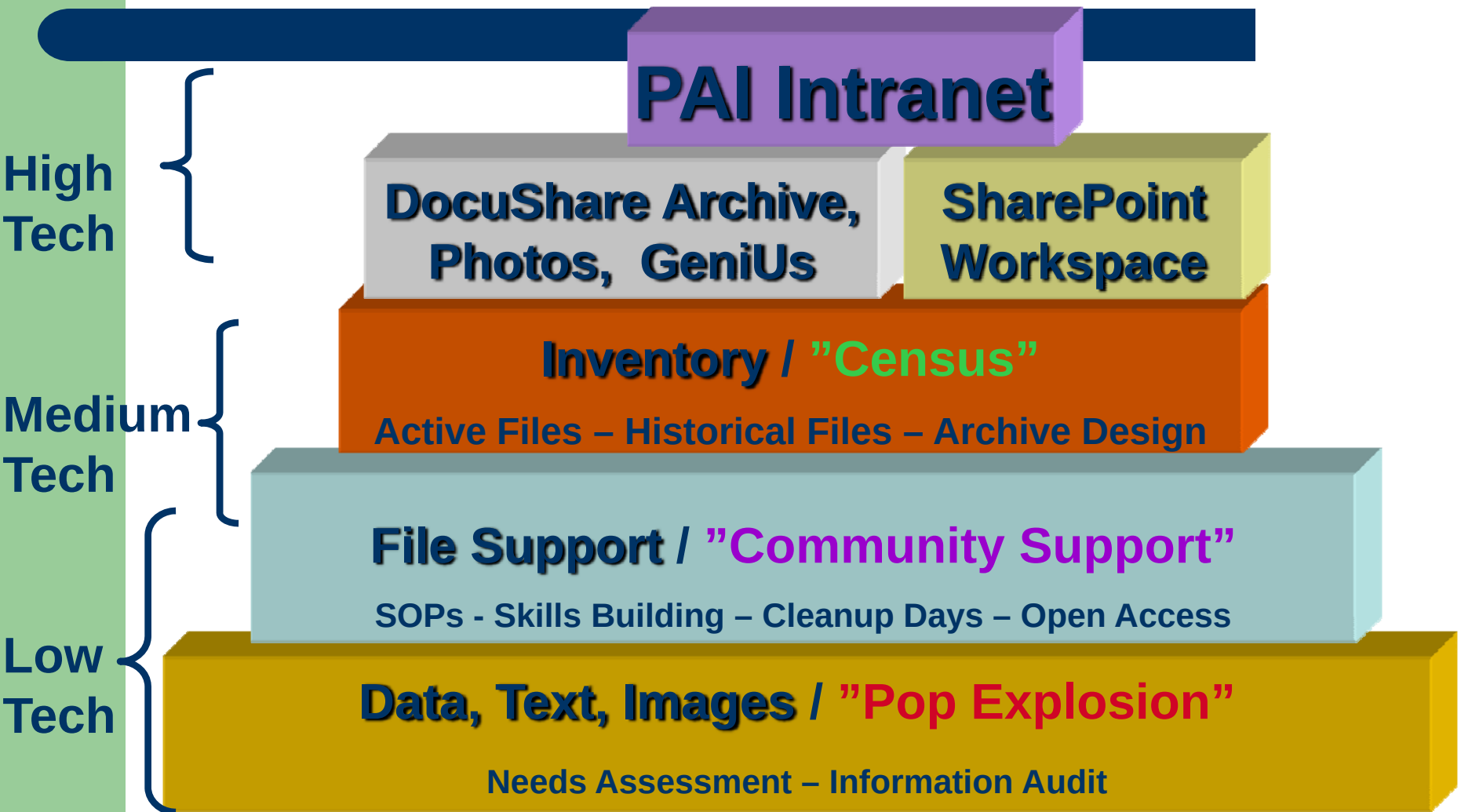
"Pyramid of Progress"

– 5 Foot View -



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Operating Principles

- Building a resource-rich environment requires adoption of processes – The technology is secondary
- Accomplish change with minimal disruption
- The work to implement processes and procedures, categorize content, and “clean up” is the foundation for future knowledge sharing endeavors

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FOUNDATIONAL STEPS

CHALLENGES	SOLUTIONS
• Document Duplication	• Info & Needs Assessment
• Network Sprawl	• Filing SOPs
• No Version Control	• Naming Conventions
• Wide ranging skills	• File Skills Flip Books
• Buried Resources	• AllStaff Resource File
• Impossible Navigation	• Loose Standardization
• Deadwood / Redundancy	• Cleanups (+ERMs)
• Territorial Feel	• Opened Folder Access

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PAI's KM Landscape (2008)

- Well-organized network files – ongoing
  - Open/Standardized – Filing SOPs - Annual Cleanups
- Searchable digital resource collections
  - Photo Archive, Web-based Library Catalog, other resource collections
- Securely archiving PAI publications
  - DocuShare Archive – Retention Policies
- Collaboration support / Knowledge capture
  - SP Workspaces – Automated Workflow – TrackingTool, PAIpedia
- Integrated work tools, Resources & Workflow
  - SP Portal (Intranet Hub) – Link to Databases - Website CMS-to-Archive

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Upcoming Deployment Challenges

- Phasing Site Development
- Content Valuing & Retention Policies
- Consistent Taxonomies
- Staff Learning Curve (Training, Staff Time)
- Web Developer skills an ongoing need
- Business Process & Workflows

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Our anticipated “Breakthroughs”

- Reducing email
- Synergies through Process
- PAIpedia (history, evolving strategy, stances..)
- Content Reuse
- “Fast Facts” / “Just-in-time” Learning
- Extranets
  - PAI Board of Directors
  - PAI Partners, Coalitions, Consultants

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Parting Thought: Staff Buy-In & Participation

- Plan well - never waste their time
- Use staff liaisons
- Implement Annual “Cleanup Day”
- Solicit Feedback
- Include ePAI in new staff orientations

Questions
Comments
Discussion