

**Driving up the Value of
PAI Information
“ePAI”**

APLIC-I Conference
April 15, 2008





Agenda

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

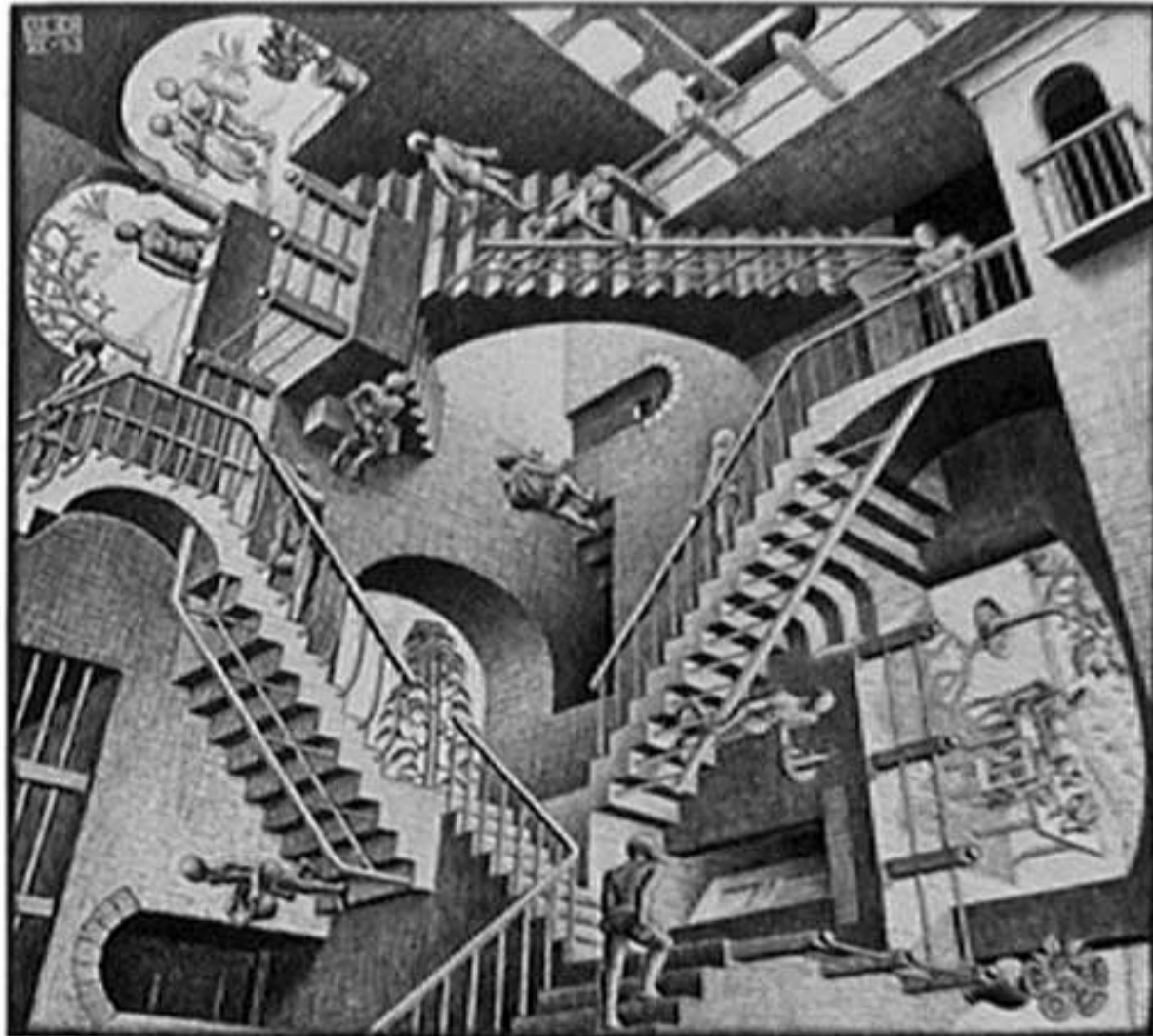


PAI Context

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



PAI's KM Origins (2003)





File System Evolution

- 5 Mile View -

Closed

Duplication/Sprawl – Buried Resources – Content Hoarding

Open

Functional Structure – Asset Collections – Content Sharing

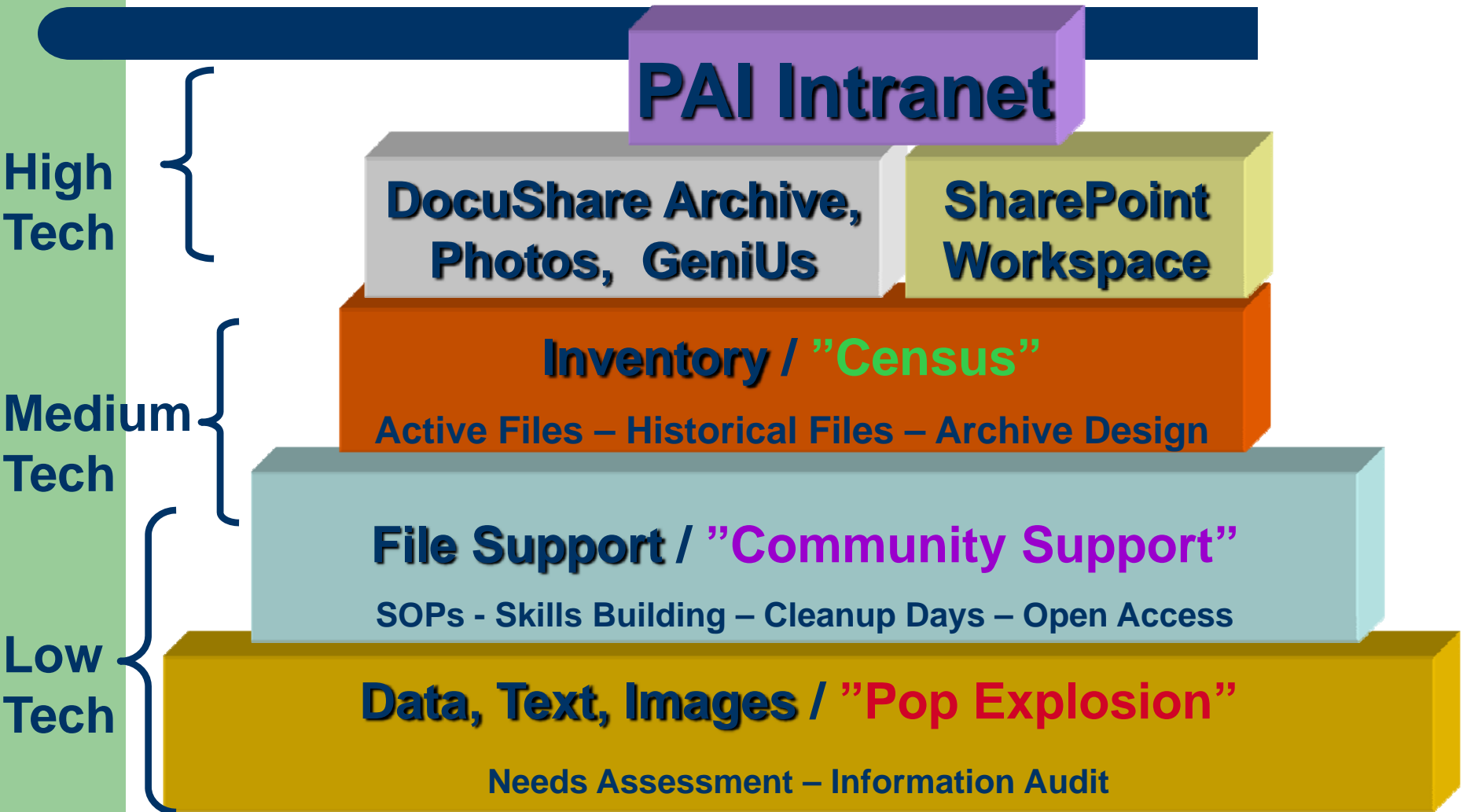
Collaborative

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



“Pyramid of Progress”

– 5 Foot View -





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



FOUNDATIONAL STEPS

CHALLENGES

SOLUTIONS

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



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



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



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



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**

