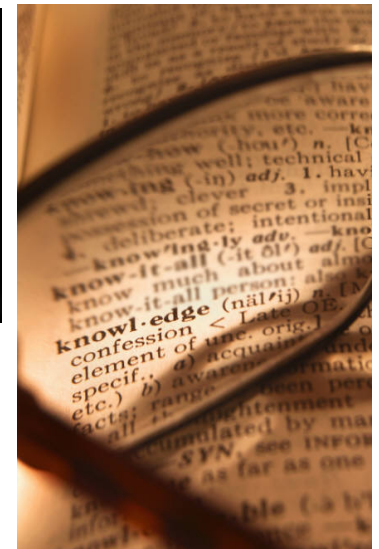
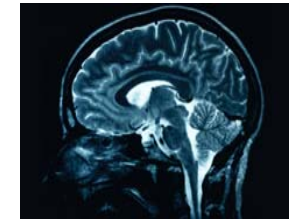


Driving Up the Value of Internal Information

Margie Shiels
Director of Library Services
Family Health International

Mary Panke
Director of Knowledge Resourcing
Population Action International

Julia Cleaver
Information Services Manager
Ipas



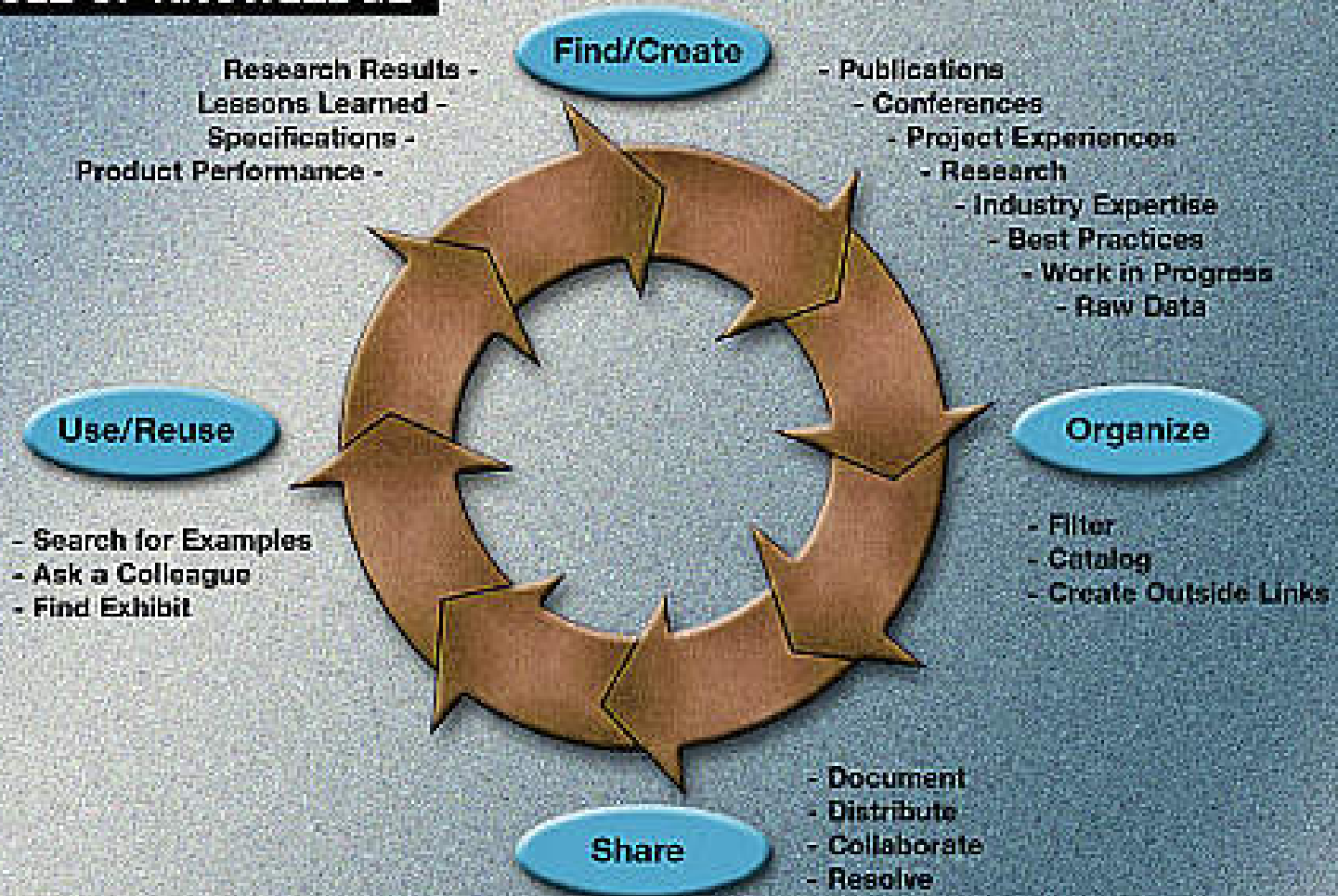
Objectives

- Brief overview of knowledge management
- KM situation at each of our organizations, presented in the context of each institution's unique constraints and advantages
- Discussion

What is Knowledge Management?

- Identifying, capturing, organizing and sharing information in an organization and the systematic processes that support these activities.
- Technology may enable knowledge sharing, but it is not of much use unless it's used correctly and ubiquitously.

CYCLE OF KNOWLEDGE



InfoProject: KM

<http://www.infoforhealth.org/km/km.shtml>

The screenshot shows a web browser window displaying the INFO Project website. The page title is "What is Knowledge Management (KM)?, Information & Knowledge for Optimal Health (INFO) Project, - Microsoft Internet Explorer p". The URL in the address bar is "http://www.infoforhealth.org/km/km.shtml". The website header includes "The INFO Project" logo and navigation links such as "Products & Services", "Publications", "Databases", "eLearning", "Networks & Communities", "Knowledge Management", "Browse Topics", and "Search One Source". A "Shopping Basket" icon is visible in the top right corner.

The main content area is titled "What is Knowledge Management (KM)?" and includes two sub-sections: "Knowledge Sharing Stories" and "Other KM Resources".

The central diagram illustrates the "Cycle of Knowledge" with four stages: Knowledge Generation & Synthesis, Knowledge Capture & Organization, Knowledge Sharing, and Knowledge Adaptation & Use. The diagram is adapted from Mark Burk's "Cycle of Knowledge".

Text to the right of the diagram states: "Knowledge management involves systematically and routinely creating, gathering, organizing, sharing, adapting and using knowledge - from both inside and outside an organization - to help achieve organizational goals and objectives (Milton, 2002). Put more simply, knowledge management gets the right knowledge to the right people at the right time so they can work more effectively (APOC, 2003)."

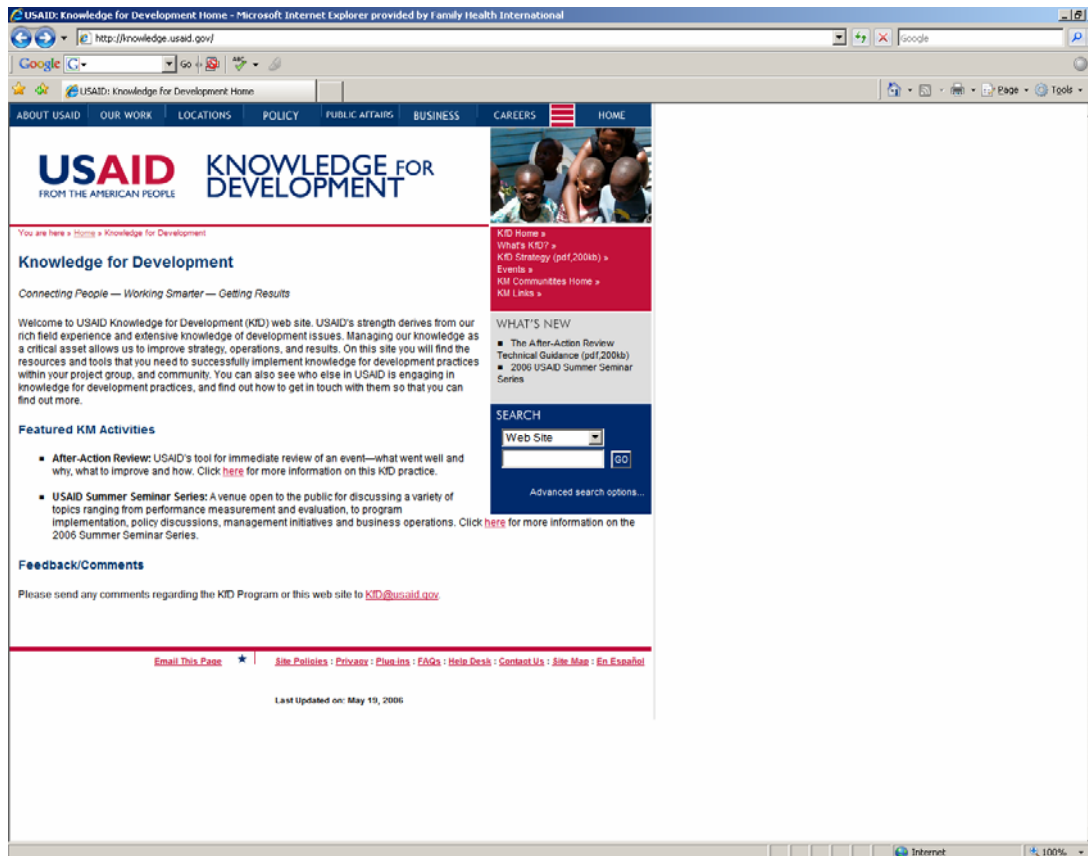
Below the diagram, a paragraph states: "Knowledge management offers reproductive health care programs a new point of view - one that values many different kinds of knowledge as essential organizational resources. On these pages you can:"

- Read about knowledge management (KM)
- Review and link to important KM resources
- Read success stories about knowledge sharing
- Learn how INFO knowledge management products have been used around the world

The footer includes the INFO logo, contact information for the Information & Knowledge for Optimal Health (INFO) Project (111 Market Place Suite 310, Baltimore, MD 21202; Phone: 410-659-6300; Fax: 410-659-6266), and the USAID logo with the text "FROM THE AMERICAN PEOPLE". A disclaimer at the bottom states: "Disclaimer: The information provided on this web site is not official U.S. Government information and does not represent the views or positions of the U.S. Agency for International Development, the U.S. Government or The Johns Hopkins University."

USAID: Knowledge for Development

<http://knowledge.usaid.gov>



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news

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NetHope announces that its next global Summit will be hosted by Cisco at their Silicon Valley Headquarters on May 5-8

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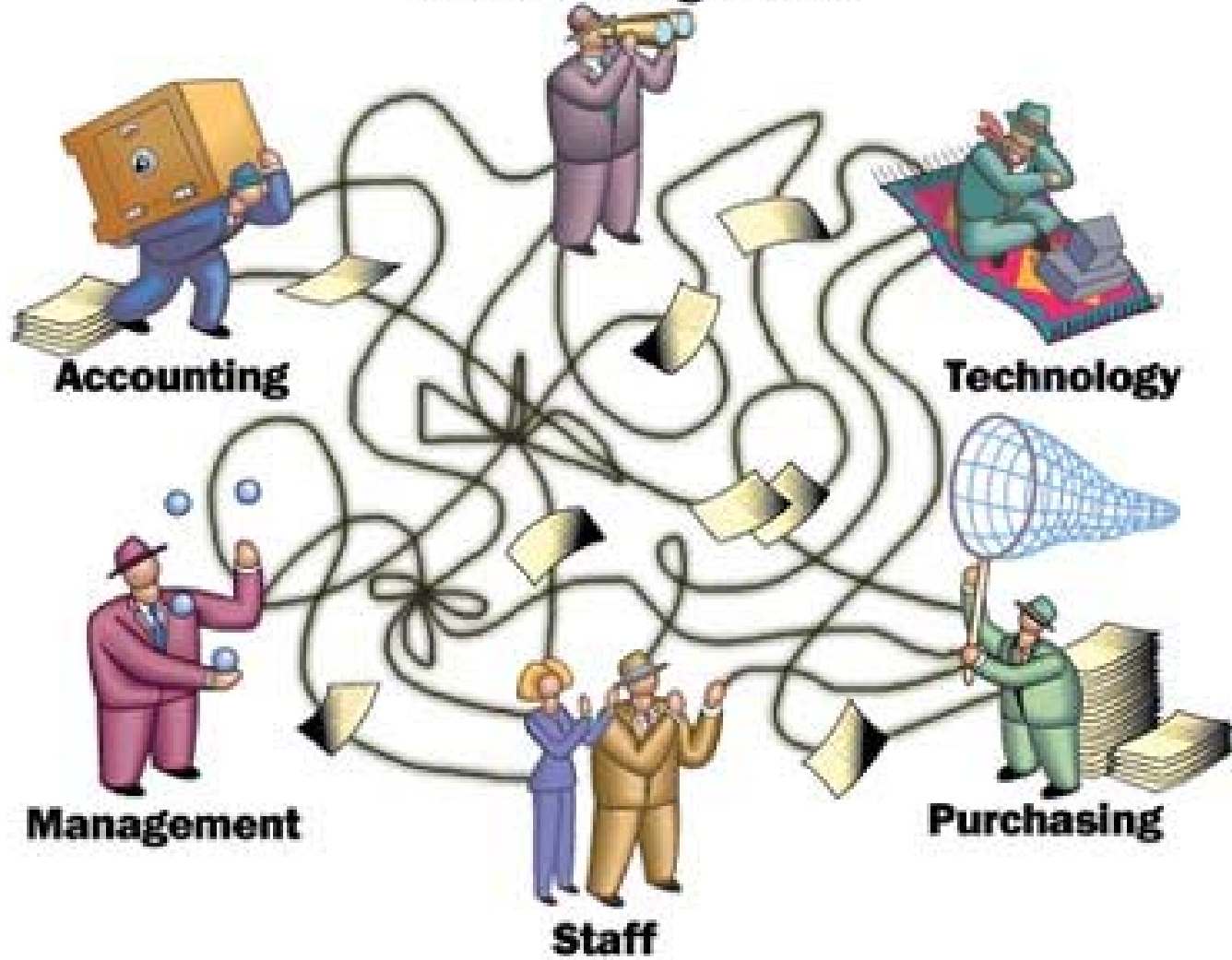
Start | NetHope - Wiring the ... | Microsoft PowerPoint - [...]

Internet | 100% | 5:23 PM

FHI

- FHI is a global organization. As of Jan 2008, we have 2179 staff.
- 77% of FHI staff live and work outside of the US
 - Africa: 1067
 - USA: 502
 - Asia: 485
 - Latin America and Caribbean: 113
 - Middle East: 10
 - Europe: 2

Senior Management



KM Challenges

- Time zones and geographic distance
- Staff time
- Traditional split between PHP and Research
- Complexity of organization and its areas of research
- Need of field to move quickly
- Funding
- Existing systems, technical and habitual

What we're doing...OK

- FHI Now (Sharepoint)
- EIS
- FHI publications
 - RtoP statements
 - Impact factors
- Financial systems
 - Timesheets
 - GFAS

New Initiatives

- Technical Assistance Model
- Global Staffing Database
- Virtual Communities
- Technical Discussion Series

Final Thoughts

- Information Overload
- All solutions are not IT