



# Cultivating a Relationship Between Knowledge Management and the Intranet

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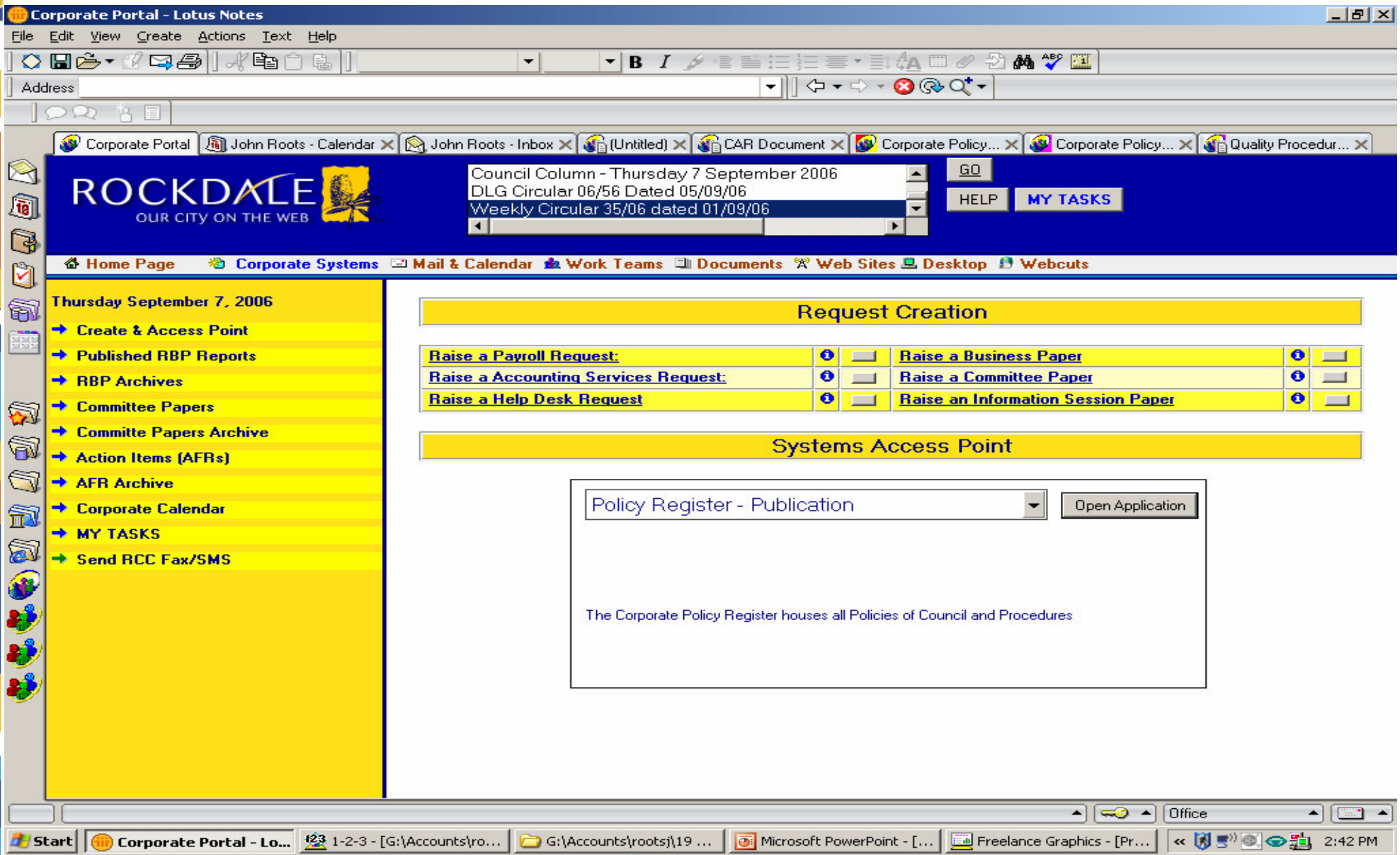
# About Rockdale

- We deliver over 70 specific services across major activities in the areas of
  - Assets
  - Land Use and Regulatory Services
  - Community Services
  - Strategy and Decision Making
  - Internal Services.

# Definitions

- Intranet
  - An intranet is a private computer network that uses Internet protocols, network connectivity, and possibly the public telecommunication system to securely share part of an organization's information or operations with its employees. Sometimes the term refers only to the most visible service, the internal website.

# Our Intranet



The screenshot shows a web browser window titled "Corporate Portal - Lotus Notes". The interface includes a navigation menu with items like "Home Page", "Corporate Systems", "Mail & Calendar", "Work Teams", "Documents", "Web Sites", "Desktop", and "Webcuts". A left sidebar lists various services such as "Create & Access Point", "Published RBP Reports", "RBP Archives", "Committee Papers", "Committee Papers Archive", "Action Items (AFRs)", "AFR Archive", "Corporate Calendar", "MY TASKS", and "Send RCC Fax/SMS".

The main content area is divided into two sections:

- Request Creation:** A yellow header section containing a table of request types:
 

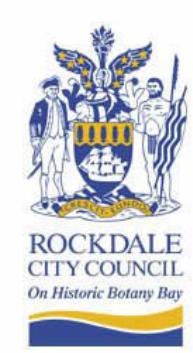
<a href="#">Raise a Payroll Request:</a>	<input type="checkbox"/>	<a href="#">Raise a Business Paper</a>	<input type="checkbox"/>
<a href="#">Raise a Accounting Services Request:</a>	<input type="checkbox"/>	<a href="#">Raise a Committee Paper</a>	<input type="checkbox"/>
<a href="#">Raise a Help Desk Request</a>	<input type="checkbox"/>	<a href="#">Raise an Information Session Paper</a>	<input type="checkbox"/>
- Systems Access Point:** A yellow header section containing a dropdown menu with "Policy Register - Publication" selected and an "Open Application" button. Below this, a text box states: "The Corporate Policy Register houses all Policies of Council and Procedures".

The bottom of the screen shows a Windows taskbar with the Start button, several open applications (Corporate Portal, PowerPoint, etc.), and the system clock showing 2:42 PM.

# Definitions

- Knowledge Management

- A trans-disciplinary approach to improving organisational outcomes and learning, through maximising the use of knowledge. It involves the design, implementation and review of social and technological activities and processes to improve the creating, sharing, and applying or using of knowledge.
- Knowledge management is concerned with innovation and sharing behaviours, managing complexity and ambiguity through knowledge networks and connections, exploring smart processes, and deploying people-centric technologies.



# Knowledge Management At Rockdale

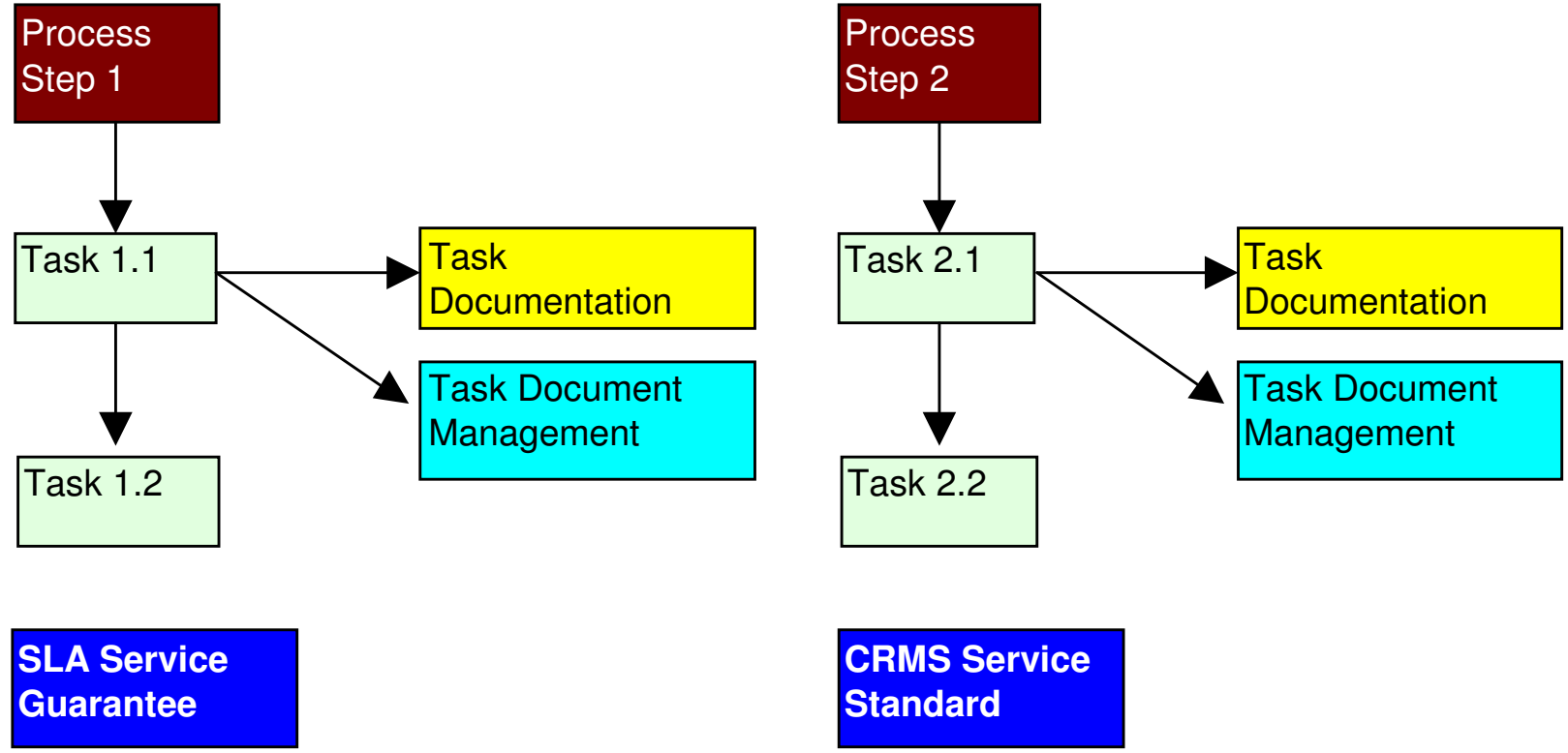
- In the Know Program
  - Vision
  - Taxonomy
  - Process and Information Flow Mapping
  - Service Delivery and Customer Outcomes
  - Use of Information in Decision Making
  - Managing Knowledge: Context and Culture

# Taxonomy

- State Records Act
  - Key Word Thesaurus for Councils
    - A thesaurus of Local Government Terms
  - GDA 10 (General Disposal Authority)
    - Covers Administrative, Accounting, and Personnel Records
    - Includes Electronic Records
    - Excludes Functional Records relating to Primary Duties and Responsibilities
- Service Delivery
  - Contextual Metadata
  - The language of our business

# Service Delivery

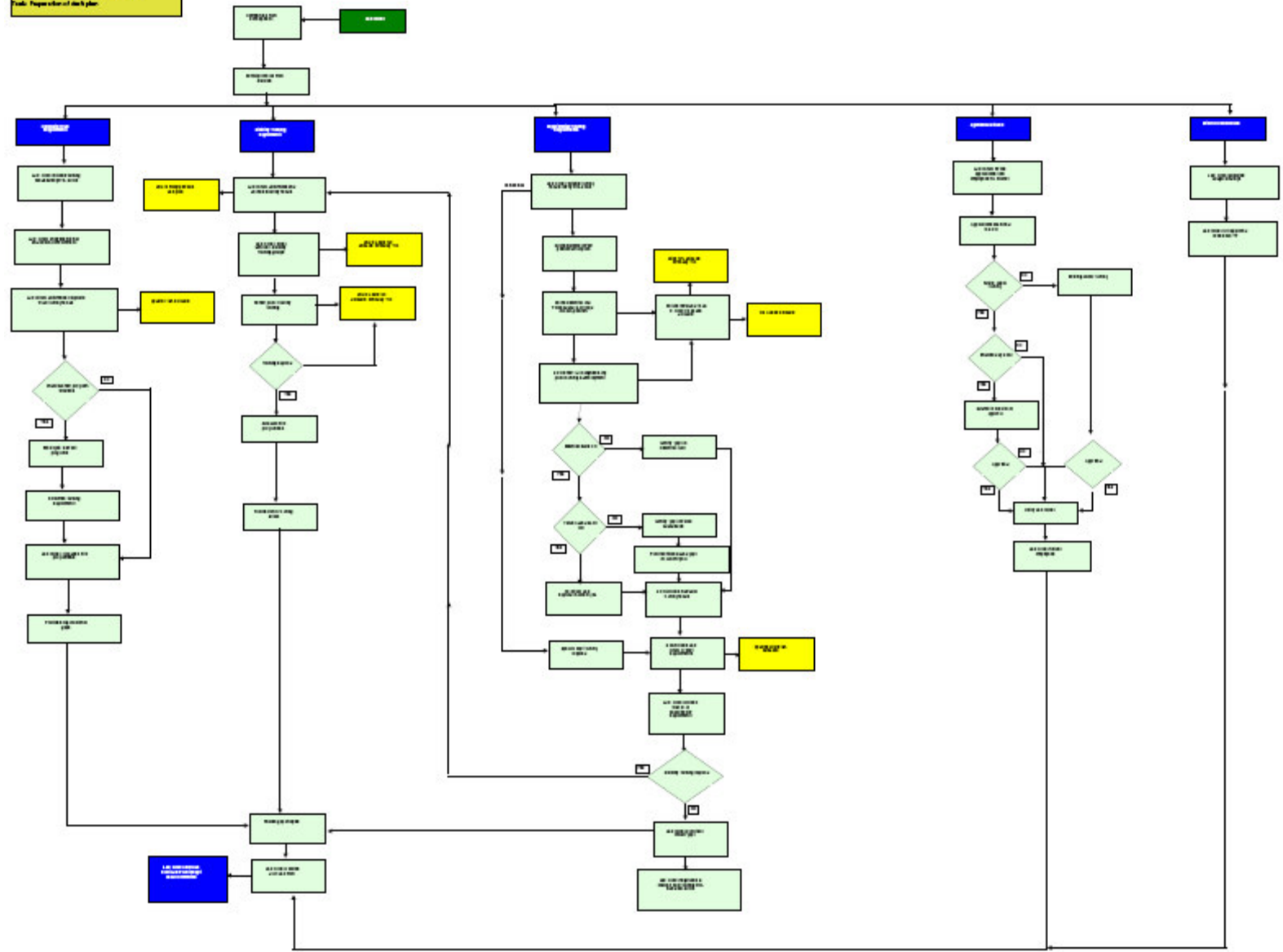
**Line of Business Process Documentation**  
**Keyword:** Line of Business Name  
**Request Type:** SLA Service Name  
**R/T Subgroup:** CRMS Identifier



# Workflow

**Line of Business: Internal Customer Service**  
**Product: Employment Services / L&D Plan**  
**Task: Employee Records of training**

Line of Business: Internal Customer Service  
 Product: Employment Services / L&D Plan  
 Task: Employee Records of training



# Document Matrix

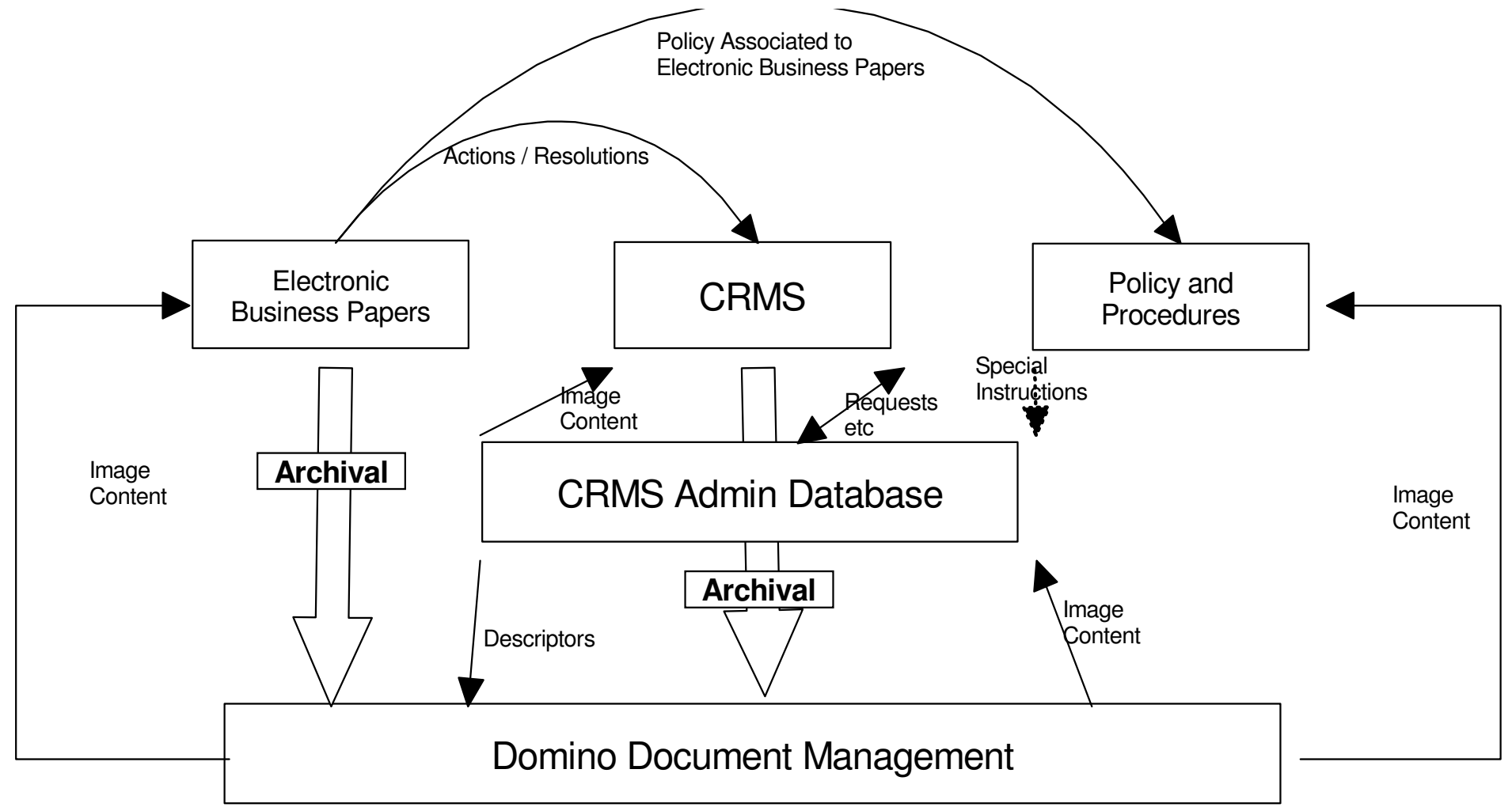
## STAFF DEVELOPMENT

Identification of requirement - remunerating/banking skills

### Documentation for Staff Development

STEP	DOCUMENTATION	CONTENT	EXISTING DOC NAME	OWNER	
STEP 1 - Commence Plan Development <i>Corporate Wide Requirements</i>	Email to SUMS cc. to Directors Lotus 123 Database	Enquiring about L&D needs  Details of responses from SUMs/Directors	Lotus Notes Email  Lotus 123 G:\Personnel\Kulkarni\HorsesforCourses	L&D Officer  L&D Officer	
	<i>Statutory Training Requirements</i>	Lotus WordPro Email to Team Leaders/Manager - Operations Personnel files	Draft L&D Plan Enquiring about statutory training needs  Details of currency of licences from staff personnel files	L&D Officer L&D Officer  Personnel Officer	
		L&D Plan of previous year Lotus 123 Database	L&D Plan Details of training needed	L&D Officer L&D Officer	
	<i>Departmental Training Requirements</i>	Lotus WordPro Email to SUMS	Draft L&D Plan Enquiring about L&D needs	L&D Officer L&D Officer	
		Job Position Descriptions for individual staff Email from SUMS to L&D Officer Lotus 123 Database	Essential Skills & Value Adding Skills  Training gaps identified for staff Details of training gaps identified	MS Access Database <i>JK to supply name</i> Lotus Notes Email Lotus 123 G:\Personnel\Kulkarni\HorsesforCourses	L&D Officer  SUM L&D Officer
	<i>Sponsored Studies</i>	Lotus WordPro Corporate Bulletin Board Completed Sponsored Studies Form	Draft L&D Plan Details of application procedures Details of sponsored studies to be undertaken escalated for approval	G:\L&D Plan(year) Intrane t G:\???	L&D Officer L&D Officer L&D Officer
		Letter of Approval	Terms and conditions of approval of sponsored studies	<i>JK to supply name</i> G:\???	L&D Officer
	<i>External Conferences</i>	Lotus WordPro Lotus WordPro	Draft L&D Plan Draft L&D Plan	<i>JK to supply name</i> G:\L&D Plan(year) G:\L&D Plan(year)	L&D Officer L&D Officer
	STEP 2 Approval of L&D Plan	Report to Department Heads Committee	Report on details pf Draft L&D Plan	K:\ADMIN\DEPTHEADS\YEAR\DATE	GM's Secretary
		File Note	Approval by Department Heads Committee	Personnel File P/???	Records
Report to Staff Consultative Committee		Report on details pf Draft L&D Plan	EBP (Date of meeting)	Committee Secretary	
Lotus 123 Database		Details of training gaps identified	Lotus 123 G:\HorsesforCourses	L&D Officer	

# Decision Support



TANSTAAFL

# The Intranet as a KM Tool

## Communication



# Portraying KM on the Intranet

## • People

- Teamwork
- Corporate Information
- Social Networks

## • Information

- Used to deliver an outcome or generate an input
- Information Management
- Records & Document Management

## • Process

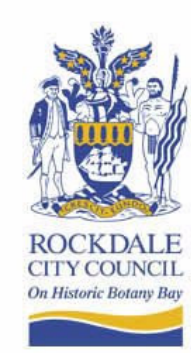
- There are no bad people, only bad processes
- Does the Intranet facilitate process improvement

## • Environment

- Communities of Practice
- Blogging
- Communication
- Expression

# KM Strategies & the Intranet

- Integration and use of knowledge in decision making
  - Systems and processes to integrate information from various sources to create knowledge used to support decision making.
- Creation and management of knowledge
  - Develop the systems and processes by which knowledge is consolidated and shared
  - Use Knowledge to ensure our success and sustainability
  - Use knowledge to stimulate innovative thinking
- Determine the outputs for knowledge management



# Integration and use of knowledge in decision making

- Outline decision making processes
- Ensure appropriate access to all available information
- Develop processes that minimise risks related to the uncertainty of information
- Ensure that the systematic significance of data is appreciated by decision makers
- Promote an understanding of variation and process capability
- Ensure this understanding is evident in decision making
- Develop a process for deciding who is responsible for responding to particular processes of data, information, and knowledge at various levels
- Develop a process to develop the abilities of staff to use data, information, and knowledge to support the decision making process

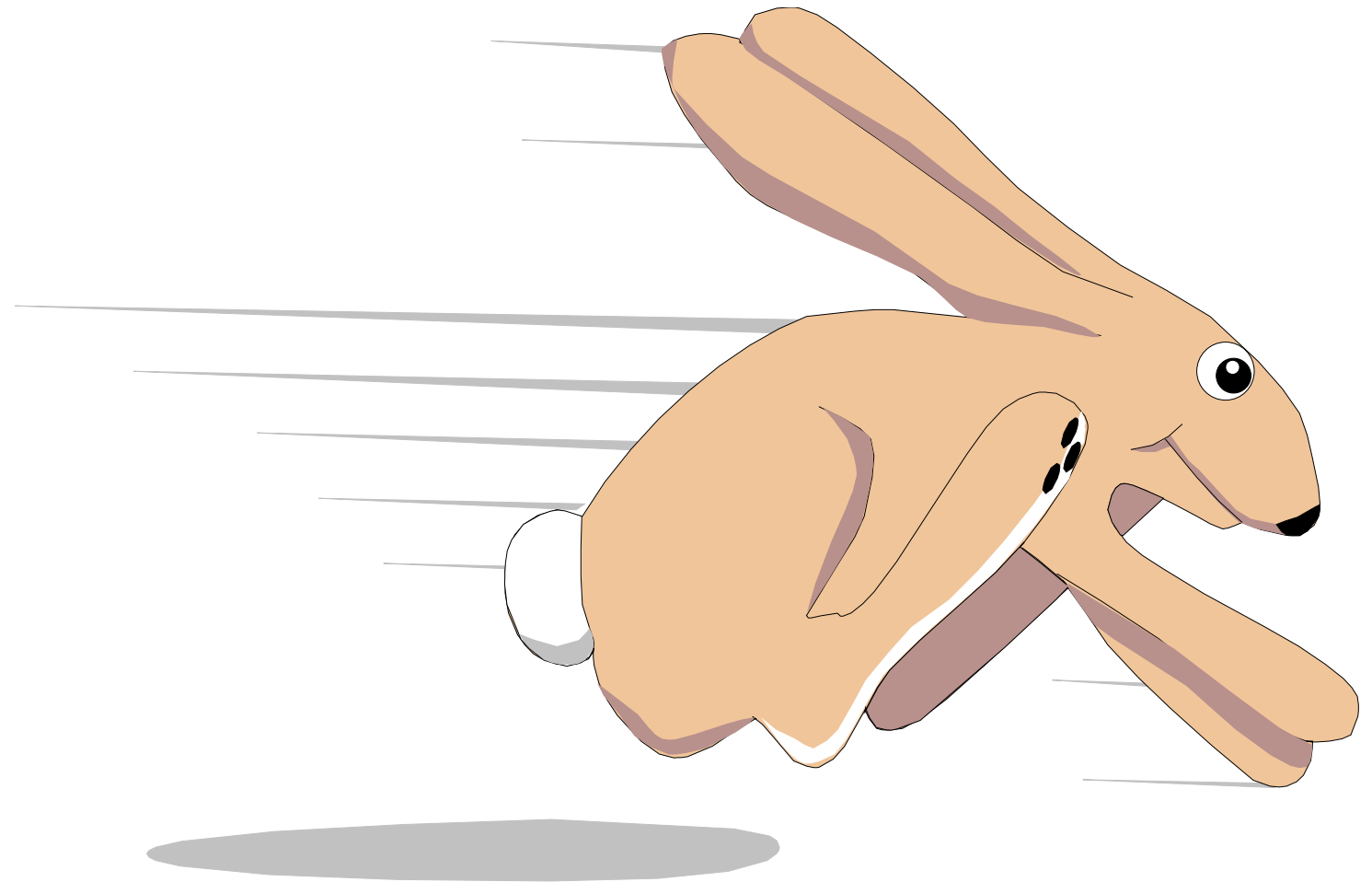
# Creation and management of knowledge

- Identify the diverse range of existing and potential knowledge sources
- Develop the learning cycle process for generating and building knowledge
- Use Knowledge to ensure our success and sustainability
- Use knowledge to stimulate innovative thinking
- Program to encourage knowledge sharing
- Ensure the shared knowledge informs our direction, purposed and values

# Determine the outputs for knowledge management

- Define executive needs as clients
- Define Stakeholder requirements
- Define sectional needs
  - Service Standards
    - Guarantee of Service,
    - Service Level Agreement,
    - Business Plan,
    - Customer Satisfaction

# Questions



# Thank You

