Knowledge management work plan ideas

Looking for cheap, quick wins to demonstrate the potential for, and build momentum towards, more systematic sharing information and knowledge among network members and with the broader international development community, including sectoral communities.

	Activity	Output	Benefits	Process and network involvement	Who will coordinate?	Resources required	Timeframe	Risks
Information sharing	LenCD web site update	More attractive and user-friendly web site presenting existing content; promote and publicise the site and build traffic	More exposure for CD, better communication and use of existing content	LenCD KM to implement. A partner to provide technical platform?	LenCD KM	Minimal for technology; LenCD KM time to design and to move content	**Immed**	Low
	Working group on a capacity development thesaurus	A multilingual thesaurus describing concepts in capacity development, which we can use to help organise information.	A foundation for organising and rationalising the information space; supports the goal of filtering / finding discovering information	Working group develops thesaurus, all network members invited to comment on drafts. INFORMED BY LEARNING PACKAGE?	Capacity4Dev? Capacity.org?	Interested member organisations to allocate staff time to collaborating; more tiime from an editor with suitable background.	3 months?	Complex task; could take a long time; policy barriers to approving official standard.
	Publications virtual library and announcement service	Shared virtual library of documents of all kinds, making it easier to search, filter, discover relevant knowledge and information. (Include mechanisms for peer review of quality?)	Easier access to information; supports the goal of filtering / finding discovering information	Support members in creating catalogues on their web sites, which can connect together into a networked library. Members to announce their publications as new materials are released.		Technical support to members to connect newsfeeds into existing web publishing routines. Members select keywords when publishing materials.	3 months to begin, then continuous distribution of docs	Quality of keywording may be weak, or members might not do it.
	Resource corners / topic guides (option 1: formal process)	Overviews of key CD topics with expert input	Clarify CD, orient people, starting point for research	Requires editorial team for each issue. Network members contribute material and review drafts.	Lead partner to be identified for each issue	Expensive and time-consuming to produce high-quality product	3 months per issue	Cost
	Resource corners / topic guides (option 2: open wiki	An open online space for partners to collectively describe the field of CD	Clarify CD, orient people, starting point for research	Open space created with some seed content, all members able to edit and		Members to dedicate some time to contributing	Continuous	Difficult to sustain momentum; big orgs may

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	process)			contribute				be reluctant to contribute to informal process; lack of quality control
	Technical working group	Working group of technical staff from network members established for mutual support. Online communication.	Coordinate joint IT development, support, develop technical capacities of members	Online workspace for joint project development and technical discussion group. Network members to participate as time permits.	Capacity4Dev? LenCD KM?	Some time of IT staff to be allowed to be used for networking	Continuous	
	Research programme: Impact of knowledge	Research project to evaluate impact and value of knowledge in improving practice and achieving results	Justify KM investments	Suitable consortium of organisations create research proposal, seek funds	?	Expensive, dependant on specific funding	Long-term	Funding
	Training in outcome mapping	Increase members' capacities to communicate and have impact	Improve capacities of members; justify KM investments	Training institute to organise workshop/course on outcome mapping	?	Funding for workshop		Funding
Case stories	Working group on case story documentation	Recommendations on good practice for documenting case stories (note: could include non-text approaches; needs to take demand-side perspective)	Share practical experience	Working group develops proposals; all network members invited to comment on drafts	?	Interested member organisations allocate staff time to collaborate in discussion. LenCD KM to coordinate?	6 months	Difficult to come to agreement; policy barriers to approving official standard
	Case story awards	Incentive to document case stories by recognising excellence in sharing experience	Promote the value of documenting experience, encourage good practice	Members to nominate case stories for consideration annually or more often; LenCD steering group to review candidates and	Steering group chairs?	LenCD steering group needs to take time to review case stories	Annual process	

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				give award				
	Case story virtual library	Shared virtual library of case stories, making it easier to find case stories from all network members.	Improved access to practical experience	Support members in creating catalogues on their web sites, which can connect together into a networked library.		Some technical support to individual members to set up interconnected libraries. Members use staff time to catalogue their case stories.		
	Consultancy-plus	Case story documentation incorporated into projects	Generate more shareable lessons and experience	Member organisations that issue contracts commit to including case story documentation in the projects	LenCD coordinator?	None directly; a few additional days allocated in project budgets	Continuous	Additional funds not available
Networking	LenCD Updates mailing list	Regular (monthly? biweekly?) email newsletter reporting news from network members and the broader CD community	Improved awareness of activities across the network	All members to submit information. An editor to collect and edit each issue.	LenCD KM?	Editor's time, 1 day per issue	**Continuous**	None
	Directory of LenCD members and CD Marketplace	Presentation on LenCD web site of all member organisations, and searchable list of activities and issues	Raise profile of network members, facilitate communication among members, help potential collaborators find each other	All members to provide information about their activities. Marketplace 1-pagers are an initial foundation for this.	LenCD KM	LenCD web site to have space for this; LenCD KM to coordinate and create searchable marketplace. Members submit information about their activities.	Immed	Members are unlikely to update their profiles and interests
	CD Blog (with news feed)	Regular blog posts written by network members, which can be used by any member or broader development community.	Share knowledge and stories among network and with broader development community; raise profile of CD	LenCD web site to provide space, and to provide news feed so that blog posts can be easily and automatically re-	LenCD KM?	New LenCD web site can easily include this facility. Members to submit contributions.	Immed	Members might not have time to contribute, but can use material

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				published on any member's web site; raise profile of members.				already written for other purposes.
	CD discussion forum	An online forum for open and informal discussion among network members on any subjects of interest	Person-to-person communication, ability to seek advice, circulate news and opportunities	Set up via LenCD web site? Use platform like Linked-in or Facebook?	LenCD KM	No direct cost except some time to monitor and facilitate	**Immed?**	Lack of participation
	Shared calendar of events	Shared calendar of events, workshops, conferences, training opportunities	Broader awareness of events,	Support members developing modules needed to share calendar info automatically; members to submit information about events	?			Members may not submit information; would be expensive to maintain manually
	Directory of communities	List of existing communities of practice on specific topics within CD	Help people find forums where they can participate on issues of interest	Maintain a collection of links to communities	Capacity.org has already done this	Small amount of time to keep list of communities up to date	Continuous	None
	Knowledge fairs	Knowledge fairs and similar learning events	Face-to-face networking, learning	Stimulate discussion within the network about issues of common interest, bring together	Individual events led by different members	Individual events seek funding as needed	As opportunities arise	
	Support network go-betweens / connectors	Messages and news distributed among thematic / sectoral communities	Link different communities	Encourage people whose interests span multiple communities to participate actively in all	?	Voluntary on part of network participants		
	News feed aggregation & redistribution	Members able to create and distribute feeds of general news	Better access, sharing, and aggregation of information	Support members in installing software to send and receive feeds		Minimal technical; some effort in writing messages		Lack of time to send messages

Cross-cutting issues:
- Language: how do we handle translation of case stories, information, mailing list, blogs...?