

Knowledge Management at the UN

Making KM work for large entities: Context;
Implementation; Lessons Learned.

Lawrence Suda, Palatine Group/Management Worlds

Gabriel Accascina, Knowledge Management Advisor,
Former Director, UNDP Knowledge Management Group



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Introduction

Palatine/Management Worlds is a professional services company and technology innovator helping clients become high-performance businesses and governments.

Niche: performance simulations, social learning and knowledge sharing expertise across engagements and projects using web 2.0 technologies



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The Human Dimension

Effecting Change

Spreading the Word

Developing Skills



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Knowledge Shared = Power

Practices: best practices and lessons learned, upscaled and replicated

Opportunities: realized; to build capacities, harness potential, develop

Wisdom of crowds: experiences shared to address common challenges

Effectiveness: maximizing the value and accessibility, of ideas/efforts

Resources: on-the-job support, advisory services, tools and templates



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Teamworks

United Nations
Knowledge Management Platform

2008-2014

Gabriel Accascina
Former Director, KM Group, UNDP

gabriel@kmnetworks.net



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Context, Vitals

Started at UNDP in 2008 as a prototype for global KM with 10 users. 60,000+users today.

130+ Country Offices

6 Regional Centers, 3 with own CMS

6 official languages

8,000 core staff

30,000+ contractors

About 6,000 ongoing projects



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Context, KM

600 email-based communities of practice
(12,000 users in the largest one)

90 consultants' rosters

Over 5,000 public websites

Minimal UN-wide cross-agency collaboration



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Context, Architecture

From two-tier

Internet - public

Intranet - internal

To three-tier

Internet - public

Extranet - sharing

Intranet – business units



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Context, Early Hits

- Leverage visibility
- Transform communities of practice
- Much improved conferences and meetings
- Decrease “islanding”
- Connecting to systems of record and becoming a system of record
- Data migration, taxonomy opportunity

Philosophy: Float, don't launch



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Live presentation from sites

<http://undp.unteamworks.org>

<http://www.worldwewant2015.org>



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Observing demand, connecting networks

Each mobilization contributes towards growth of a common network

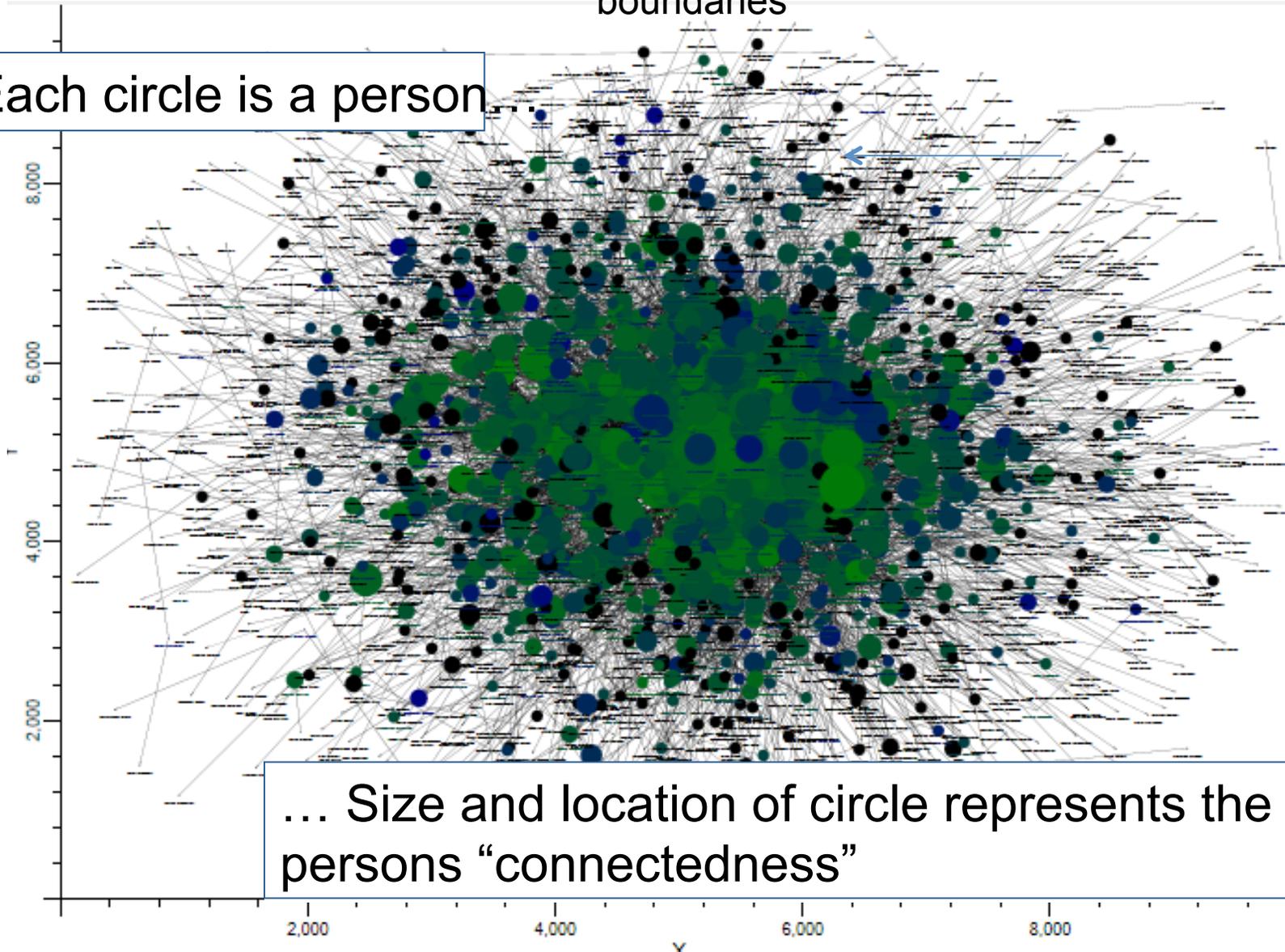


Welcome to the
RIO+20 Dialogues
Creating the Future We Want!

The *human network* recorded in Teamworks

People connect the organization across
boundaries

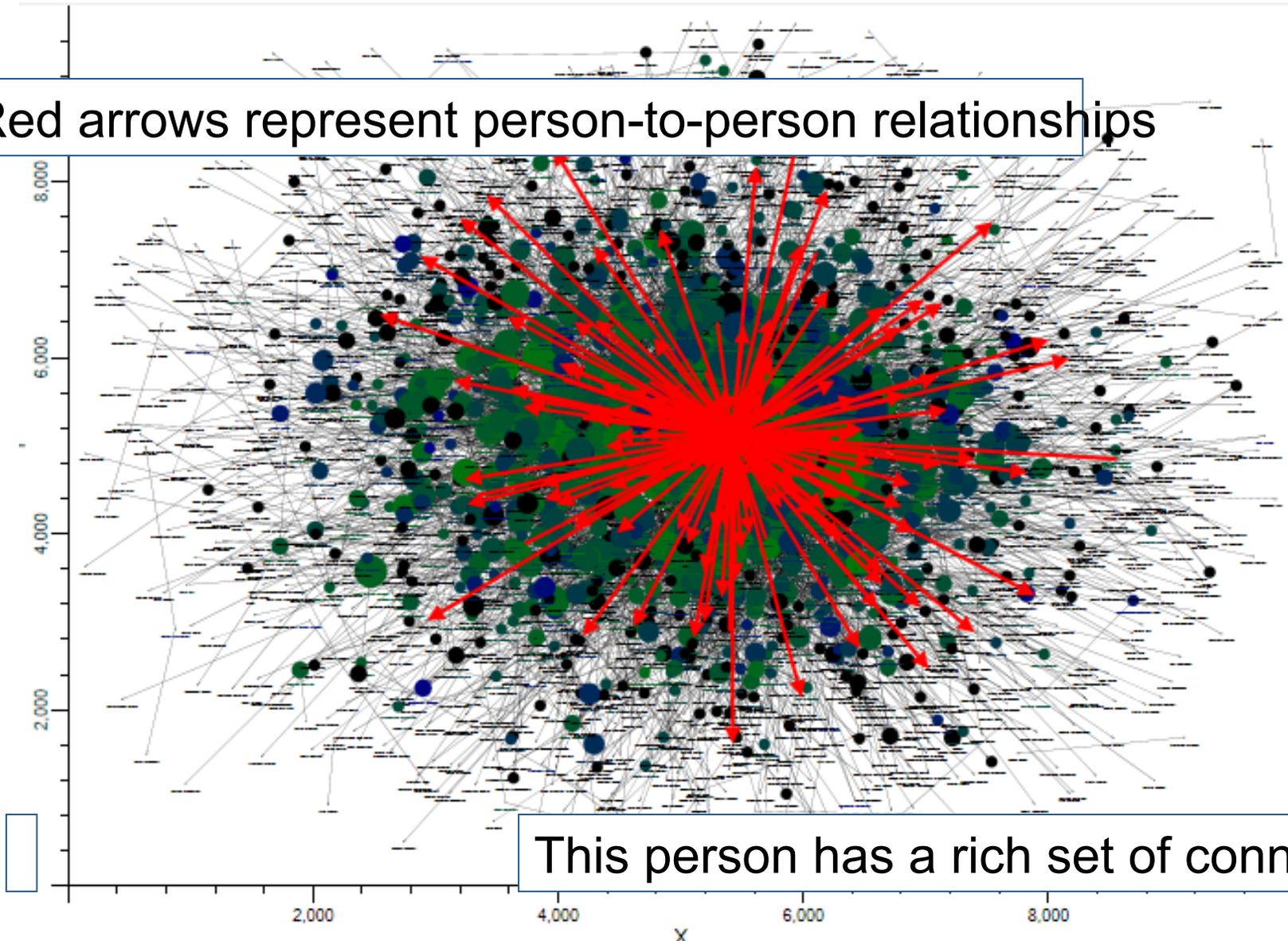
Each circle is a person



Connection profile: Connector

This person is an important connector in the organization's network

Red arrows represent person-to-person relationships

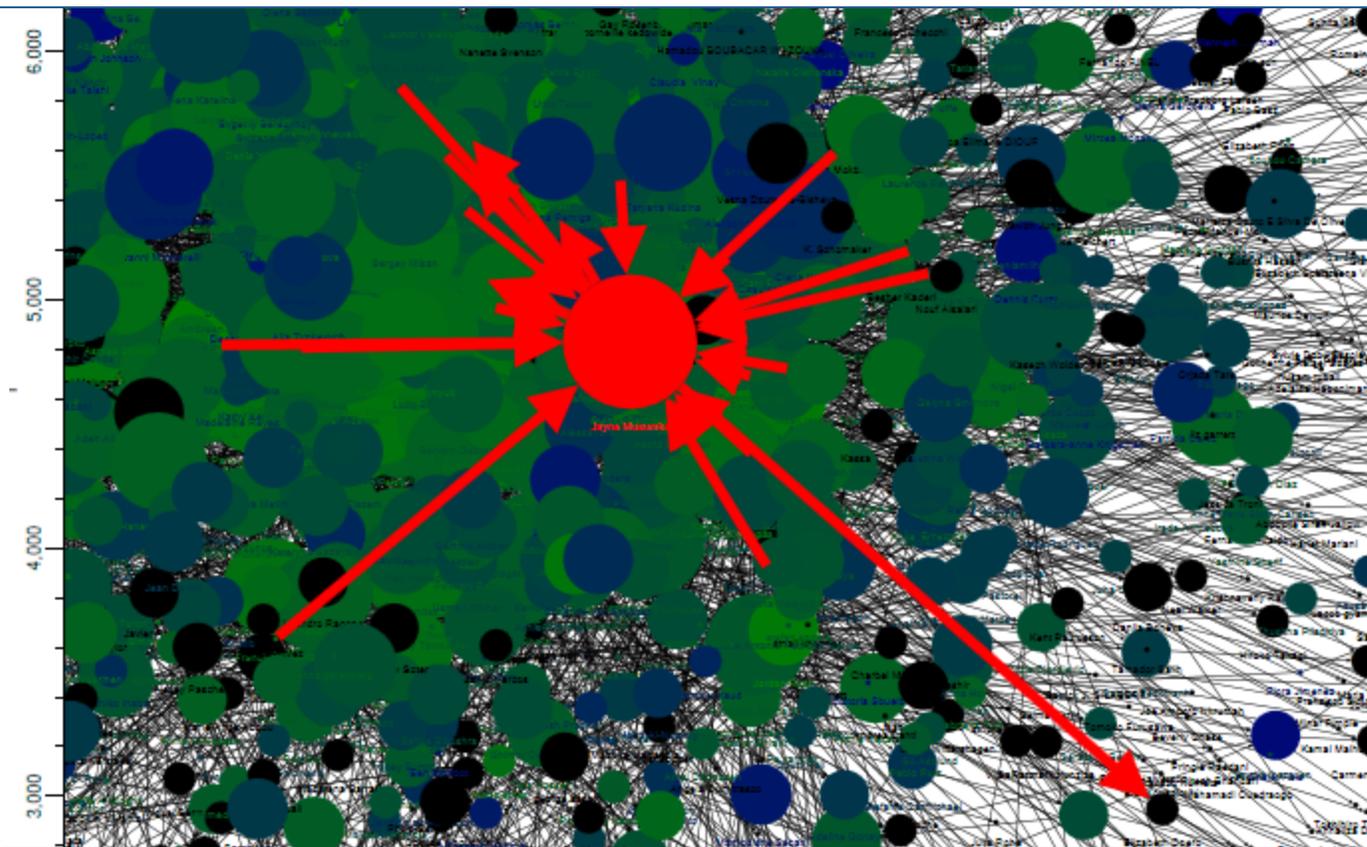


This person has a rich set of connections

Connection profile: Expert

People respect and want to listen to this person, can have exponential influence

Arrows pointing “in” indicate this person is “followed”

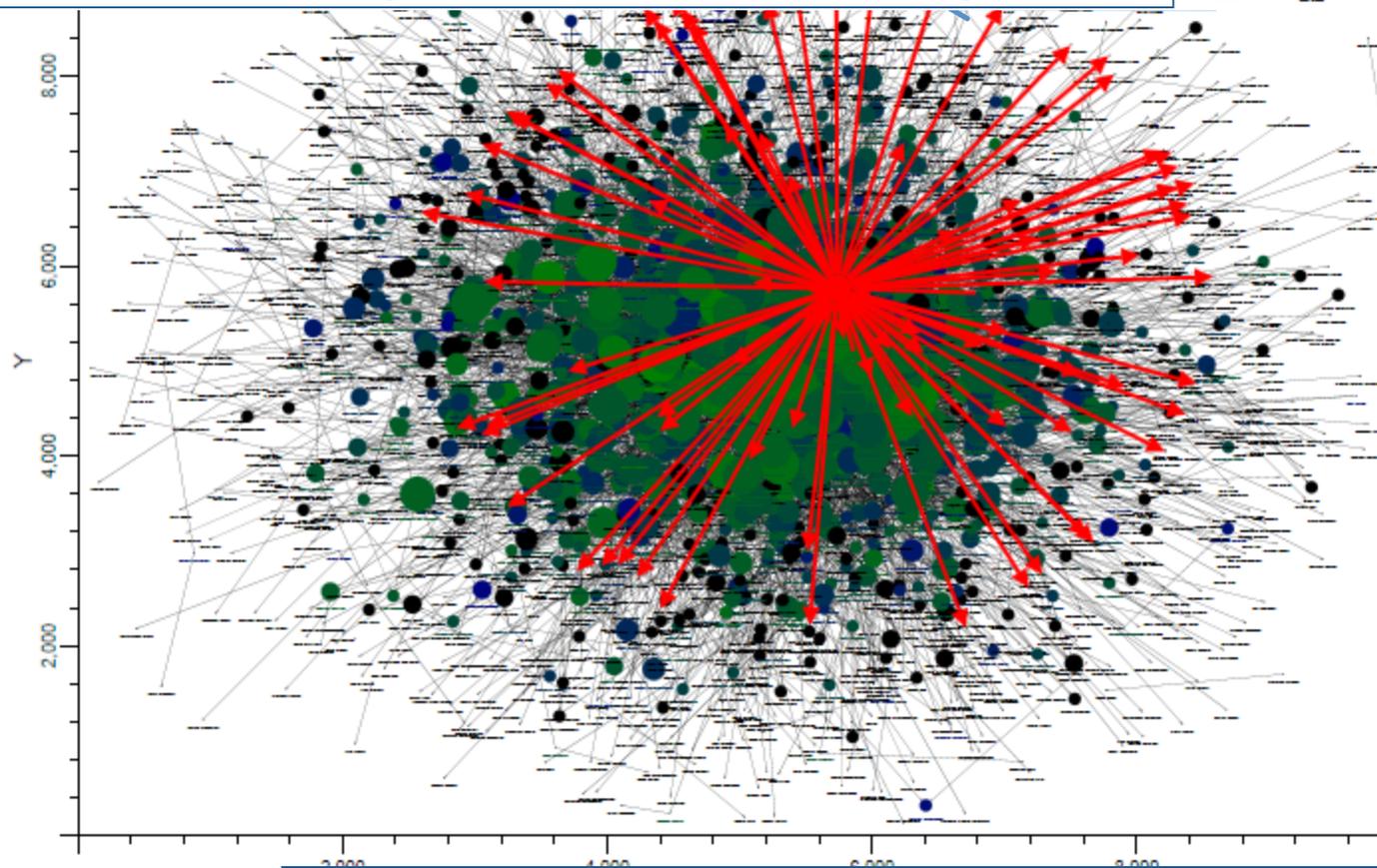


This person does not have “expert” in the official title...

Connection profile: Groundbreaker

This person brings in new knowledge from “outside” the organization

Long lines link this person to “distant expertise”



(this person is in a Coordination role)