

Roadmap for Integral KM implementation

This sheet gives a short overview of a roadmap for integral KM implementation. Many 'roads lead to Rome' so this roadmap provides one perspective of direction.

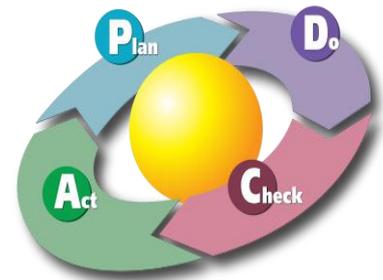
Introduction integral KM implementation

Integral knowledge management is described in this sheet as the balanced set of specific actions to:

- Develop the foundation;
- Enable the optimal creation, storage and use of knowledge;
- Optimise the enablers;
- Include the external context;
- Deliver the right knowledge products & services.

To successfully implement this balanced set of actions these need to be carefully thought through and prepared. Creating buy-in and ownership is of great importance, as well as organising the implementation, monitoring progress and adapting or making changes if necessary.

Using the following roadmap can guide you through the most important steps of preparing and implementing an integral KM programme.



Roadmap for integral KM implementation

The following steps can form the basis for a successful integral KM program implementation.

1. Raise awareness for integral KM

First step in implementation is creating a basic level of awareness within the organisation and its immediate surroundings on the basics of integral KM and reasons why it could be useful for the organisation.

Interventions: brown bag lunch, elevator pitch, success stories, best practices, knowledge scan

2. Advocate to create buy-in and ownership of key-stakeholders

After basic awareness has been raised on the topic, the grounds have to be prepared for start of implementation. Advocacy is needed to ensure buy-in and ownership at different levels of the organisation. Integral KM is not a single project to be run by one or two people. Management involvement in word and act is needed. The implementation actors who will do the actual work need to be sensitised and prepared. Addressing external influences needs to be ensured.

Interventions: develop business case, prepare presentation for management, organise open discussion meeting to address current situation as well as desired situation, find champions and leverage on existing successes and make existing ambitions explicit.

"If you only have a hammer, you tend to see every problem as a nail."
- Abraham Maslow

3. Strategise on integral KM

The next step is to strategise on needs and ambitions. First, measure and analyse the current situation as well as define the optimal situation in X years. Second, define vision, mission, ambition, and objectives of the knowledge organisation in a participatory approach. Third, do not forget to communicate with those who have not been involved so far. Last but not least, define and plan your strategy cycle.

Interventions: knowledge scan, strategy definition trajectory, theory of change, road mapping, scenario analysis.

4. Prioritise and plan your integral KM programme

After the overall strategy has been defined (step 3), the development and planning of the activities in the integral KM programme needs to take place. This is the actual planning of activities/interventions to meet the objectives in phases, set milestones, define budget, and clarify resources and roles and responsibilities needed. In short: organise! Built in the M&E actions and define measurements and criteria. Include in the first phase those actions harvesting on 'low hanging fruits' to show success. Also include your communication actions along the way in the integral KM programme.

Interventions: Strategic planning, theory of action, Logical Framework, action planning.

5. Implement your integral KM programme

After this preparation, finally the integral KM program activities/interventions can start. Communicate the kick off of the program. As 'the proof is in the eating' you need to continuously manage the actions/interventions. Be sure to communicate actions and progress, and to celebrate progress and results. Monitor the progress of actions on a regular basis and adapt or change whenever needed. Monitor milestones and results, and feedback into the strategy cycle when needed.

Interventions: kick off meeting, program and project management, M&E, communication, feedback to strategy cycle.

