



KNOWLEDGE MANAGEMENT LEARNING NETWORK

14-15 February 2008

Kopano Nokeng Lodge, Bloemfontein

Background and Rationale

Participants in the Indaba on the Public Service as a Learning Organisation held in November 2006 shared various international and local best practices on knowledge management. Such was the intensity and value of the discussions on areas ranging from defining KM in the public service context, strategies to implement to knowledge management, entrenching knowledge management to demonstrating value add, that the participants suggested that the DPSA should, on a continuous basis, convene similar sharing platforms.

In addition, various provinces, national departments, parastatals, and academic institutions, have in varied ways experimented with various ways to implement knowledge management, and these various experiments are worth sharing in the knowledge management community. Critical to the upcoming session is the official launch of a vibrant knowledge management community that will be instrumental in institutionalising KM as a practice in government.

It is against the background that the one and half-day session is being held and hosted by the Free State provincial administration, in collaboration with the DPSA. The former has been in the lead in experimenting with various strategies and approaches to implement knowledge management in to support improved service delivery and decision-making, and it is befitting that the session is held in the Free State.

Presentations will also be drawn from the academic and private sectors, and towards the end of the session there will be a facilitated discussion on how best to establish and sustain a vibrant knowledge management community in the public service.

Participants

Officials and professionals who are running knowledge management programmes both in the public and private sectors, at both senior, middle management and operational levels.



PROGRAMME

DAY 1: ***“Approaches in implementing KM in private and public sectors”***

Programme Facilitator: Ms. Lydia Sebokedi, Senior Consultant, DPSA

07h30-08h30: REGISTRATION AND MORNING REFRESHMENTS

08h30-08h45: Welcoming Remarks – Dr. M.C. Nwaila, Director-General of the Free State Provincial Administration

08h45-09h00: Introducing e.com Institute's business portfolio and knowledge management thrust – Ernest Rampete

09h00-09h40 The case for knowledge management in the public service – Mohamed Byhat, e.com Institute

09h40-10h20: Getting the basics right in implementing knowledge management: the case for documentation and information management – Ms. Lorna Ndlela, ESKOM

10h20-11h00: Questions and Discussions

11h00-11h30: TEA/COFFEE BREAK

11h30-12h10: Towards a knowledge management framework for the public service – Bongani Matomela, DPSA

12h10-12h40: Utilising knowledge management to support the centre of provincial government – Ambrose van Wyk, Free State Office of the Premier

12h40-13h15: Questions and Discussions

13h15-14h15 LUNCH BREAK

14h15-16h15 Panel discussion: What Knowledge Management should do for the public service

Main presentation- Cedrick Muleya, Information Management expert



Responses

Academic/practitioner KM curriculum interface - Andrew Kok, Western Cape
Department of Social Development and an ex-academic
Ms. Kubeshni Govender Jones, Black Earth Consulting - Knowledge Sharing for
Collaboration: Introducing Izibongo.info as a knowledge exchange tool
GTZ Technical Support – managing information and knowledge to improve
development planning – the case of Mpumalanga Rural Development Programme

16h15-16h30 Summing up the day and closure

19H00 Social networking function

DAY 2: “Finding ways to entrench KM in the public service”
Programme Facilitator – Mr. Pazuna Stofile, Office of the Premier,
Western Cape

08h30-08h45 Introducing the CPSI Innovation Awards –
Lindani Mthethwa, Head: Research and Solutions Support

08h45-11h30 Workshops on a knowledge management framework for the public
service

Workshop 1: *Defining and understanding KM and its strategic value-add in the public service* – lead presentation by Moses Rabothata, Gauteng Provincial Government, facilitated by Pazuna Stofile

Background & focus of the workshop

The concept of KM has been in practice for some time, although scholars have had interest in KM, there is still a lack of consensus in defining what is meant by the term and this has led to major confusion. Therefore, to understand the concept, distinctions have to be made between information, data and knowledge. This workshop would further consider various definitions of KM, evaluate how these complement each other, debate which are more relevant in the public sector context, and interrogate the strategic value-add of KM in service delivery processes and decision-making.

The second part of the workshop will involve a more interactive look at various approaches to implementing KM. It would not focus on strategies to implement KM but would rather critically look at different approaches including pros and cons of each approach, taking into account varying degrees of challenges facing different sectors.



Workshop 2: *Strategies to implement KM* – lead presentation by Mohamed F. Byhat, e.com Institute, facilitated by Irene Griffiths

Background & focus of the workshop

There has been a growing recognition that in a changing public sector, learning and knowledge are possibly the most crucial variables. These variables are also key when devising KM strategies. Implementation of KM strategies is in general challenging, mainly because of various complex elements to be considered.

This workshop will consider critical sources of learning and knowledge for organisations. It then broadly looks at the implementation process and pillars for improved implementation, including the role and place of ICTs. Participants would have interactive discussions around structural configurations necessary for making knowledge management work. Participants would receive practical analogue on institutional plans and processes that should be in place for effective implementation strategies.

Workshop 3: *Capacity-building and technical assistance in KM* – lead presentation by Mr. Jeffrey Mabelebele, National Treasury's Technical Assistance Unit, facilitated by Desmond Nobin

Background & focus of the workshop

In the absence of a formal architecture for KM within the public sector, a number of considerations with regards to effective and efficient KM strategies must be made. This workshop focuses on considerations related to capacity building and monitoring. Attendants would understand what is meant by capacity building in the context of KM, they would also participate in interactive discussions around what skills do we need to impart.

The second part of the workshop will focus on monitoring in the context of KM. Participants will have an opportunity to learn about and also suggest appropriate monitoring tools used in KM as well as come up with practical methods for utilizing such tools. The workshop will also discuss how KM should be linked to other business processes in the quest to achieve organizational goals and objectives.

11h30 -13h00 **Plenary discussion:** *Towards establishing a vibrant knowledge management community in the public sector - Presentation by Doris Segole, Department of Public Works, followed by discussions.*



A need has been identified to establish and sustain a vibrant community of KM practitioners in the public sector. This will position the public service to be at the cutting edge of current debates and efforts towards making SA a competitive and leading nation in the information and knowledge age. A vibrant community in the public service that will participate and engage in these debates and robustly implement innovative and knowledge base solutions through learning from each other, is very critical.

The panel discussion will discuss and agree on what the mandate and remit of this community of practice should be, how it should be configured, what activities it should undertake, and how it should relate to other processes in the public sector – both at operational and strategic policy and decision-making levels.

13h00-13h20	Summation and way forward – Khethani Hlongwa, DPISA
13h20-13h45	Discussions and agreement on the road-map - All
13h45-14h00	Closing Remarks – Ms. Lucy Matlhako, Free State Department of Agriculture
14h00	Lunch and Departure