



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

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File no: 23/5/5/1

CIRCULAR NO 01 of 2018: KNOWLEDGE MANAGEMENT

TO: ALL HEADS OF NATIONAL DEPARTMENTS AND PROVINCIAL DEPARTMENTS

PUBLIC SERVICE KNOWLEDGE MANAGEMENT MATURITY ASSESSMENT

1. The purpose of this circular is to request permission to conduct a **Knowledge Management Maturity Assessment** in your department. This survey is an electronic format and hence requires a dedicated official to be designated to respond on behalf of your department.
2. The Minister of Public Service and Administration (MPSA) is responsible for establishing *uniform norms and standards* to support an efficient and effective public service delivery in line with Section 3 of the Public Service Act, 1994, as amended.
3. With an ever growing mandate for service delivery, public sector organisations need to be innovative in their use of resources in an environment where demand exceeds supply. Improved KM is essential to the public sector at national, regional and local levels to improve decision making and implementation capacity.
4. Although the application of Knowledge Management (KM) in the public service arena has developed in diverse and organic manners in different institutions, the DPSA's responsibility remains central to the legislative framework of KM within the public service.
5. The *National Knowledge Management Strategic Framework (NKMSF)* as drafted by the DPSA, advocates for key pillars and processes of KM within the public service. In addition it offers guidelines in terms of the implementation of KM, as well as the respective KM roles and responsibilities to be assumed by officials.
6. Based on this background, the DPSA is embarking on a KM maturity assessment process, in order to determine the current state of KM within the various public service organisations. It is anticipated that an evaluation of how advanced the respective public service organisations are in terms of understanding and implementing KM, will assist the DPSA to identify those departments that can provide best practice and lessons learnt on KM implementation in the public sector to ensure that similar levels of maturity are developed across the public service.

7. To ensure full participation, we request that you kindly nominate the responsible KM practitioner(s) that will be responsible for completing the e-assessment. If there is no appointed KM practitioner in your departmental structure, kindly indicate any other designated official will be on our contact list for completing the assessment on behalf of your department.
8. Please submit the name of the nominated official with e-mail address and contact number to: Sebenzile.Zibani@dpsa.gov.za or Louisa.Teane@dpsa.gov.za by 3 November 2018 so as to ensure that the process is not delayed.
10. The deadline for submission of the completed assessment to the DPSA is 15 November 2018.

Your cooperation in this regard is highly appreciated



PROFESSOR RICHARD LEVIN

DIRECTOR-GENERAL

DATE: 26/10/18