The value of Knowledge Management relates directly to the effectiveness with which the managed knowledge enables the members of an organization to deal with today’s situations and effectively envision and create their future. Without on-demand access to managed knowledge, every situation is addressed based on what the individual or group brings to the situation with them.

Most organizations are built on structures that encourage self-reliance and islands of activities and thus knowledge. Interdependence between organizations that have complementary knowledge is completely cut out and lost in this structure. This, therefore, creates gaps in the available knowledge that need to be addressed and the situation corrected. To complicate this situation further, there is very little awareness of the power and usefulness of Knowledge Management as a tool to improve organizational efficiency and to facilitate better and more informed decision-making in the region. Common problems and challenges remain and continue recurring despite a wealth of knowledge albeit unmanaged and, therefore, un-usable or under-utilised.

It is from this background that African eDevelopment Resource Center is hosting a three-day capacity building workshop on Knowledge Management in Nairobi, Kenya, to bring information managers to speed with this very powerful process. This will be an opportunity to design ongoing knowledge exchange on an African stage through structures and platforms that will be created and shared by participants themselves with the help of the facilitators. Additionally it will enable participants to recognize knowledge as a valuable resource that holds the potential for sound governance, socio-economic development and service delivery in respective institutions and organizations in Africa. The goal is to establish knowledge management platforms for the organization, create access to and augment existing knowledge networks and forums and facilitate the sharing and utilization of knowledge across our various organisation.

The workshop will provide participants with both a theoretical and practical understanding of the key concepts of Information and Knowledge Management, and provide them with the skills to apply and facilitate effective Knowledge Management processes. Facilitators are experts and University lecturers in the area of Knowledge management contributors to the biennial conferences of Knowledge Management Africa (KMA) that brings together policy-makers, development institutions, donors, international agencies, academics, sector professionals, and civil society organizations for knowledge dissemination and exchange to shape the future of Africa.
Day 1

Session I: 9:00 - 11:30

- The changing face of business
- Traditional Philosophical Views
- Information and Knowledge societies
- The role of IT in KM
- The Networked era
- Identifying current IT challenges
- Business challenges today

Session II: 11:30 - 13:00

- The growing importance of KM
- Defining knowledge
- Theory of Knowledge
- Classification of knowledge
- Views of knowledge in KM
- Alternative Definitions
- Tacit vs. Explicit Knowledge
- 21st Century challenges
- Why KM is important to the concept of development
- Creation of KM
- The future of KM
- The New Knowledge Management (TNKM)

Lunch Break 13:00 – 14:00

Session III: 14:00 – 15:30

- Relate issues in two sessions to the work environment and try to draw lessons on how Knowledge Management can strengthen decision-making and add value to the services offered by the different organizations

Module

The Knowledge Economy

- The changing face of business
- Traditional Philosophical Views
- Information and Knowledge societies
- The role of IT in KM
- The Networked era
- Identifying current IT challenges

Introduction to Knowledge Management

- The growing importance of KM
- Defining knowledge
- Theory of Knowledge
- Classification of knowledge

Knowledge Management as a Process

- Views of knowledge in KM
- Alternative Definitions
- Tacit vs. Explicit Knowledge
- 21st Century challenges
- Why KM is important to the concept of development
- Creation of KM
- The future of KM
- The New Knowledge Management (TNKM)

Questions and Group Discussion

- Relate issues in two sessions to the work environment and try to draw lessons on how Knowledge Management can strengthen decision-making and add value to the services offered by the different organizations

Objectives of the course: (What will be achieved)

- Participants ought to identify KM Systems
- Should be able to demonstrate the application of modern KM
- Be able to identify the advantages of (The New Technology Management) TNKM
- Understand the key differences between 1st and 2nd generation KM
- Distinguish KM from Knowledge Processing (KP)
- View KM as a management discipline that seeks to enhance KP
- See the practical distinction between knowledge and information
- Understand a case study of KM success illustrating a key intervention pattern called OPEN Enterprise that provides the basis for a comprehensive KM Strategy

Some of the areas that will be covered include and are not limited to the following:

- Introduction to Knowledge Management
- Information and the Knowledge Economy
- Knowledge Management as a Process
- Knowledge Management Frameworks and Standards
- Developing a Knowledge Management Strategy
- Knowledge Management Strategies and Leadership
- Knowledge Management Systems and Content Development
Day 2

Session I: 9:00 - 10:30
Module

Knowledge Management as an object
- Managing Explicit Knowledge
- View of data, Information and Knowledge
- Structured Data vs. unstructured data
- Database, Data warehouse, data mining, Groupware
- Defining ECM and why it matters

Tea Break 10:30 11:00

Session II: 11:00 - 12:15
Knowledge Management as a process
- KM processes and strategies
- KM Value chain
- Knowledge enhanced Organization
- Knowledge based policymaking
- KLC – Knowledge Management Life Cycle

Session III: 12:15 - 13:30
Knowledge Management Success Stories
- Participants to be taken through some success stories of knowledge management to appreciate the effectiveness/competitiveness of the knowledge economy and how this relates to their day-to-day activities.

Lunch Break 13:00 14:00

Session IV: 14:30 15:30
Questions and Group Discussion
- Relate issues in first three sessions to the work environment

Afternoon Tea:
15:30 16:00
Day 3

Module

Enhancing Knowledge Capability: KM Frameworks and Standards

- Examine the available knowledge Management Frameworks and standards
- Sharing case studies and best practices
- Fig 1 A framework of Policies and Programmes on Knowledge Practices
- Knowledge Processes
- Fig 2 Nonaka’s Model of Knowledge Creation (SECI - Model)
- On Explicit and Tacit
- Fig 3 Boisot’s Knowledge Category Model
- Codified and Uncodified, Diffused and Undiffused
- Database, Data warehouse, data mining, Groupware

Knowledge Management Systems Content

- Concept mapping
- Knowledge claim formulation
- Knowledge claim Evaluation
- Knowledge Integration

Tea Break 10:30  11:00

- Enhancing knowledge Capability
- KM Strategies and Leadership
- Tips on how to develop wining KM Strategies
- Roles of different stakeholders – who does what?

Lunch Break 13:00  14:00

- Intranets, Portals and Web content Management
- Enterprise Searching and Retrieving
- e-Content Works as example of government oriented KM systems
- LD
- LD Relate Issues in first two sessions to the work environment

Afternoon Tea: 15:30  16:00