

<b>KNOWLEDGE MANAGEMENT</b>	
<b>KEY ELEMENTS</b>	<b>SUGGESTED PERFORMANCE INDICATORS</b>
<p><i>The agency has a knowledge management system that:</i></p> <ul style="list-style-type: none"> <li>• Captures, indexes, processes, and easily retrieves data that may be composed of text, audio, video, and Web-based elements</li> <li>• Facilitates the sharing of knowledge and best practices throughout the agency</li> <li>• Maintains active participation in communities of practice outside the agency</li> <li>• Establishes communities of practice for sharing key knowledge at all managerial and leadership levels.</li> </ul>	<p><b><u>Effectiveness Indicators</u></b></p> <ul style="list-style-type: none"> <li>• A knowledge management process has been developed, documented, and systematically shared with employees. Training and/or orientation is provided to the workforce. An infrastructure which facilitates knowledge capture, indexing, processing, and retrieval is established to support knowledge sharing through the use of the intranet, shared networks, and communities of practice and/or best practices.</li> <li>• The agency has analyzed the use of the knowledge-sharing process and established the utility and usage of the process and tools. <ul style="list-style-type: none"> <li>– Knowledge sharing has been established as an organizational value through management communications and recognition of employees who exemplify the practice of knowledge sharing.</li> <li>– Requirements and specifications for tools support work performed by employees.</li> </ul> </li> <li>• The agency has begun codifying knowledge through the use of the intranet, shared networks, and communities of practice and/or best practices.</li> </ul> <p><b><u>Compliance Indicator</u></b></p> <ul style="list-style-type: none"> <li>• As prescribed in the CHCO Act (5 U.S.C. 1103(c)), the agency has developed and implemented a knowledge management strategy supported by appropriate investments in training and technology.</li> </ul>