

# Information Matters: making it happen

David A Smith  
Chief Knowledge Officer  
Communities and Local Government



## What is the Knowledge Council?

- Established in 2007 to provide pan-government strategic focus for developing an integrated approach to knowledge and information management
- Supports Sir David Varney's Service Delivery agenda and the Transformational Government agenda
- Forum for those responsible for KIM across government
- Discusses and agree shared priorities



## What is the Knowledge Council?

- Identifies cross-cutting KIM initiatives
- More efficient and effective use of information and knowledge to support the delivery of better public service
- Acts as the Board for the Knowledge and Information Management Function
- Reports to the Delivery Council and is also integrally linked to the CIO Council



- Improve the availability of knowledge and information to decision makers and other information users (KC1)
- Build a culture of knowledge sharing in government (KC2)
- Build robust and secure processes to enable knowledge sharing in government (KC3)
- Deliver this through professionalism (KC4)
- Deliver this through leadership and governance (KC5)
- Deliver this through technology (KC6)

## Current issues facing Government knowledge and information management

- Information is vital to Govt, underpinning everything it does
- Need information to transform and deliver public services
- Creating, using and storing information brings risks: IM helps to mitigate these risks
- Need to have the right processes, IT, and culture in place
- Seeing new opportunities to make better use of our info
- Key: strong leadership and increased KIM professionalism

# Current issues facing Government knowledge and information management

- Information matters: building our capability in knowledge and information management
- Outlines the actions we must take to build the capability needed
- Need to up capability in IM is parallel to that in finance, IT and comms
- Improvements in services delivery to citizens and digital challenges mean skills needed in corporate functions changing – and level rising
- Need to ensure we have the capability in this increasingly critical arena to deliver the government service transformation agenda.
- All civil servants have an essential role to play, but full support and commitment from senior leaders across government is vital



## Improve value of the information & knowledge held

- Develop a framework for mapping the location and value of knowledge and information
- Explore development of a common portal to provide a single access point to published Govt information.
- Define standards that will ease barriers to quick and easy 'mashing' and use of common reference data



## Building a knowledge management and knowledge-sharing culture

- Identify how knowledge management can be integrated into civil service models of capability
- Knowledge management and knowledge-sharing behaviours integrated into core competencies at all levels
- Promote simple, readily deployable, toolkits for teams to carry out focused knowledge sharing
- Establish professional and vibrant communities of interest within Govt, potentially using the power of wiki and Web2.0



- Development of a new framework of common standards and processes for managing government information
- Work collaboratively on converging processes & standards
- Consider a shared service approach to drive greater commonality, efficiency and simplification
- Ensure that clear standards for the keeping and capture of records, particularly in a digital environment, are available to departments and understood by all parts of government.



- Develop a more comprehensive professional skills and competency framework
- Map roles and qualifications, training courses and accreditations across government onto it
- Define and promote the knowledge and information skills needed by all staff, providing an overarching framework for a number of existing initiatives in this area
- Formalise a network of communities for co-ordination of professionalism issues on a cross-government basis, reflecting different interests of existing professional groups



## Strengthening leadership across government and within departments

- OGDs must ensure that there is ownership at Board level of information management risks and assurance
- OGDs have senior information & knowledge manager, to act as a principal adviser & lead practitioner on KIM issues
- Knowledge Council will work with other key councils and professions to deliver this strategy
- Knowledge Council will include those with departmental lead responsibility for KIM, CIO and CTO Council reps, IA practitioners and other key stakeholders in government. It will be the formal governing body for the KIM function



## Improving technology

- Moving beyond the paper model
- Improve the management of digital information
- Improve search technology
- Ensure digital continuity
- Help support collaborative working



- Knowledge Council Action Plan due April 2009
- List of priorities being drawn up
- Updated KIM Competency Framework being issued for 3 week consultation at end of February 2009
- Impact of economic downturn
- Impact of Information Assurance measures
- If we don't do this, someone else will

