

Alberta Government Knowledge Management Framework

Knowledge management is a systematic approach to ensuring ready and available access to knowledge and collective expertise in order to carry out the business of the Government of Alberta through capturing, sharing, using, and leveraging what people know.

DESIRED OUTCOME **READY AND AVAILABLE ACCESS TO KNOWLEDGE AND COLLECTIVE EXPERTISE IN ORDER TO CARRY OUT THE BUSINESS OF THE GOVERNMENT OF ALBERTA.**

| PRINCIPLES | <u>Integration into Day-to-Day Operations</u> Knowledge management becomes part of the way we do business. | <u>Learning Environment</u> Learning and development is supported and encouraged for all roles in the organization. | <u>Intentional Sharing</u> Knowledge transfer is a priority, occurs openly and becomes part of the expected set of behaviours. | <u>Access Corporate Memory</u> Knowledge is documented and shared in order to access corporate memory. |
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| ENABLING FACTORS <i>(What do you need to make this happen?)</i> | <ul style="list-style-type: none"> • Linked to long-term objectives • Is part of business and operational strategies • Accountability in all roles | <ul style="list-style-type: none"> • Create a partnership culture encouraging learning and collaboration • Value openness, questioning and exploring • Learning/ teaching organization | <ul style="list-style-type: none"> • Modeling the way • Integrate into culture • Integrated into business processes • Link knowledge sharing and learning to performance | <ul style="list-style-type: none"> • Document lessons learned • Benchmark best practices/ processes • Communities of practice • Leverage databases, information and technology. |
| STRATEGIES <i>(Focus Areas)</i> | PEOPLE | | | |
| | INFORMATION | | | |
| | PROCESSES | | | |
| | TECHNOLOGY | | | |
| SUPPORTING LINKAGES | <ul style="list-style-type: none"> • Ministry and Government business plans • Ministry human resource plans • Succession management initiatives • Ministry business planning processes | <ul style="list-style-type: none"> • Alberta public service learning information • Ministry guidelines and practices • APS Human Resource Plan | <ul style="list-style-type: none"> • Coaching and mentoring programs • Information Management Framework • Performance management process • Leadership development activities | <ul style="list-style-type: none"> • Corporate and ministry KM initiatives • Information Management Framework • Information technology |