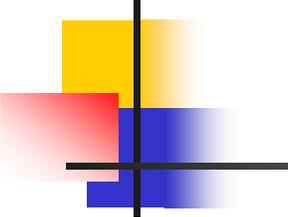


# Knowledge Management Working Group of the Federal CIO Council

- **Established:** January, 2000. **Sponsor:** Enterprise, Interoperability & Emerging Information Technology Committee of the federal CIO Council, March 2000.
- **Vision:** Major resource to the federal government to build on the value of the shared knowledge of Federal employees. **Purpose:** Provide guidance on content, people, process & technology to ensure that the Federal Community uses and shares collective knowledge.
- **Structure:** Special Interest Groups (SIGs) focus attention and learning on specific areas of KM. **Membership:** Subset of CIO Council members & other agencies.
- **Current Co-Chairs:** Alex Bennet, Deputy CIO for Enterprise Integration, DON; Elsa Rhoads, KM Architect, Pension Benefit Guaranty Corporation. **Website:** [KM.GOV](http://KM.GOV)



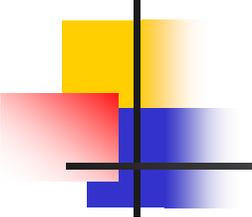
# Federal Knowledge Management Learning > Consulting Network

- **Purpose:** Transfer KM **concepts, principles, standards, practices, processes, strategies, and technologies** across the Federal Government to help our agencies accomplish goals.
- **Goals:**
  - Explore KM ideas, issues and trends.
  - Locate and share sources of expertise, tools, processes, best practices, etc.
  - Demonstrate the value-added potential of KM in the public sector.
  - Provide expertise to Federal KM projects.
  - Model KM concepts in our "sharing through dialogue" approach to capturing experience, building relationships, and creating a "community of practice".

# Role of the CKO

Figure 3  
ROLE OF THE CKO

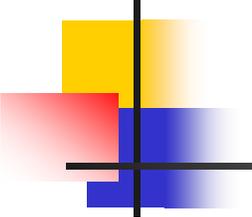




# Government Learning Objectives for KM Certification

Be able to . . . .

- Facilitate knowledge creation, sharing and reuse.
- Design, develop and sustain communities of interest and practice.
- Leverage virtual teamwork and use of social networks to develop and sustain the flow of knowledge.
- Develop strategies and processes to transfer explicit and tacit knowledge.
- Capture, evaluate and use best-known practices, including use of storytelling.
- Determine value added by Knowledge Management to the business proposition, including ROI, performance measures, business case.
- Tie organizational goals to the needs and requirements of customers and stakeholders.
- Manage change and complex knowledge initiatives and projects.
- Use systems thinking to implement solutions.
- Perform cultural analyses, develop knowledge taxonomies, facilitate knowledge audits, conduct knowledge mapping and needs assessments.
- Determine learning styles and behaviors, how to achieve continuous improvement.
- Research and implement strategies for knowledge management, information management, document and records management and data management.
- Examine evolving technology solutions that promote KM.
- Understand the global and economic importance of developing knowledge-based organizations.



## Knowledge Management Inter-governmental CoPs

- **Electronic Regulations: Moving Transactions On-line.**
  - **Leaders:** FERC, SEC and FTC
- **Innovative Procurement: New Methods in Contracting.**
  - **Leaders:** DOD and GSA
- **Indian Diabetes: State, local and tribal governments working on this health issue.**
  - **Leaders:** HHS and the Indian Health Service

## Managing Knowledge @ Work

an overview of knowledge management



## "Managing Knowledge @ Work"

### An Overview of KM

Provided by:  
KM Working Group of the  
Federal CIO Council

Available at:

KM.gov

Navy KCO Toolkit 2.0

Print Copies, send request to:  
[pearl.butler@gsa.gov](mailto:pearl.butler@gsa.gov)