8 Steps to Implementing a Knowledge Management Program at Your Agency

Agencies risk losing important information that isn't programmatically captured and managed. Knowledge management allows teams to create, curate, share, utilize, and mange knowledge across an agency. This can be complicated, but it isn't brain surgery. After a team has implemented a knowledge management system, the work is ongoing. There's a constant cycle of adding new material and eliminating items that are outdated, as well as the discovery of hidden knowledge.

Identify your objectives and goals
Conduct an internal analysis to align the knowledge management system with your team's needs.

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Measure and improve your program
After launch, measure what's working and adjust accordingly.

Prepare your agency for implementation
Acknowledge that this may require cultural changes to get everyone on board.

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Put everything you know in one place
Aggregate your knowledge base into a single repository to make it easy for people throughout your agency to learn.

Form a knowledge management team
The first step to implement any new process is to put someone in charge.

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Determine key attributes and features
Ensure your system lines up internally, and the technology and scope will provide the results you need.

Conduct a knowledge audit
See what knowledge is buried or missing, and set the stage for what you want to do next.

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Prioritize your technology needs
Determine what tools you'll need to implement knowledge management, and plan for costs now.

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