

The Story of the Knowledge Exchange



Agenda

- Why Knowledge Exchange?
 - Vision of Knowledge Captain
 - The Quest for Enterprise Gems
 - Treasure Map
 - Compass
 - Knowledge Explorers and quest for gems
 - Support of the Tribal Council
 - Outcome
 - Quality on Knowledge Island
 - A few Take-Aways
-

International Monetary Fund



- The International Monetary Fund (IMF) is an organization of 188 countries working to:
 - ❖ Foster global monetary cooperation
 - ❖ Secure financial stability
 - ❖ Facilitate international trade
 - ❖ Promote high employment and sustainable economic growth
 - ❖ Reduce poverty
-

Why Knowledge Exchange?

- No centralized way to access all information about a specific country or topic
 - Existing information was not well organized
 - Lack of consistent metadata
 - Lack of uniform classification schemas (taxonomy)
 - Lack of standardized and controlled enterprise vocabularies
 - Difficult to find core IMF final and authoritative documents
 - Locked down information under departmental silos
 - Too much manual work by IMF Staff
 - Example: posting multiple copies of documents on internal web sites
-

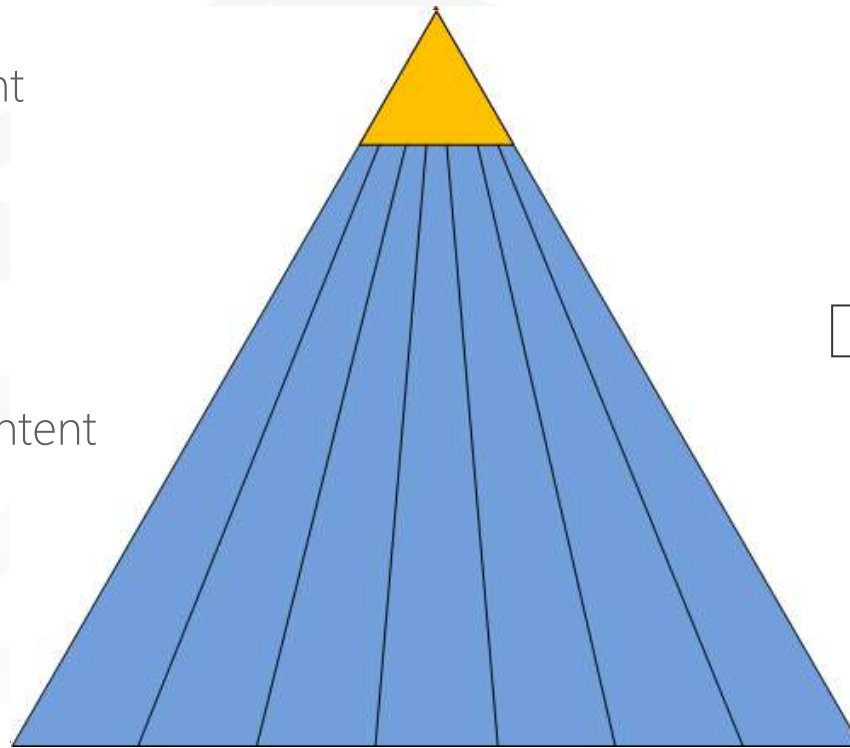
Vision on Knowledge Captain



An Enterprise Knowledge Island From Silos to an Enterprise View

Enterprise Content

Departmental Content



Current

Future

The Quest for Enterprise Gems

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copyright reason

Core

Authoritative

Final

Compass

Plan the Quest

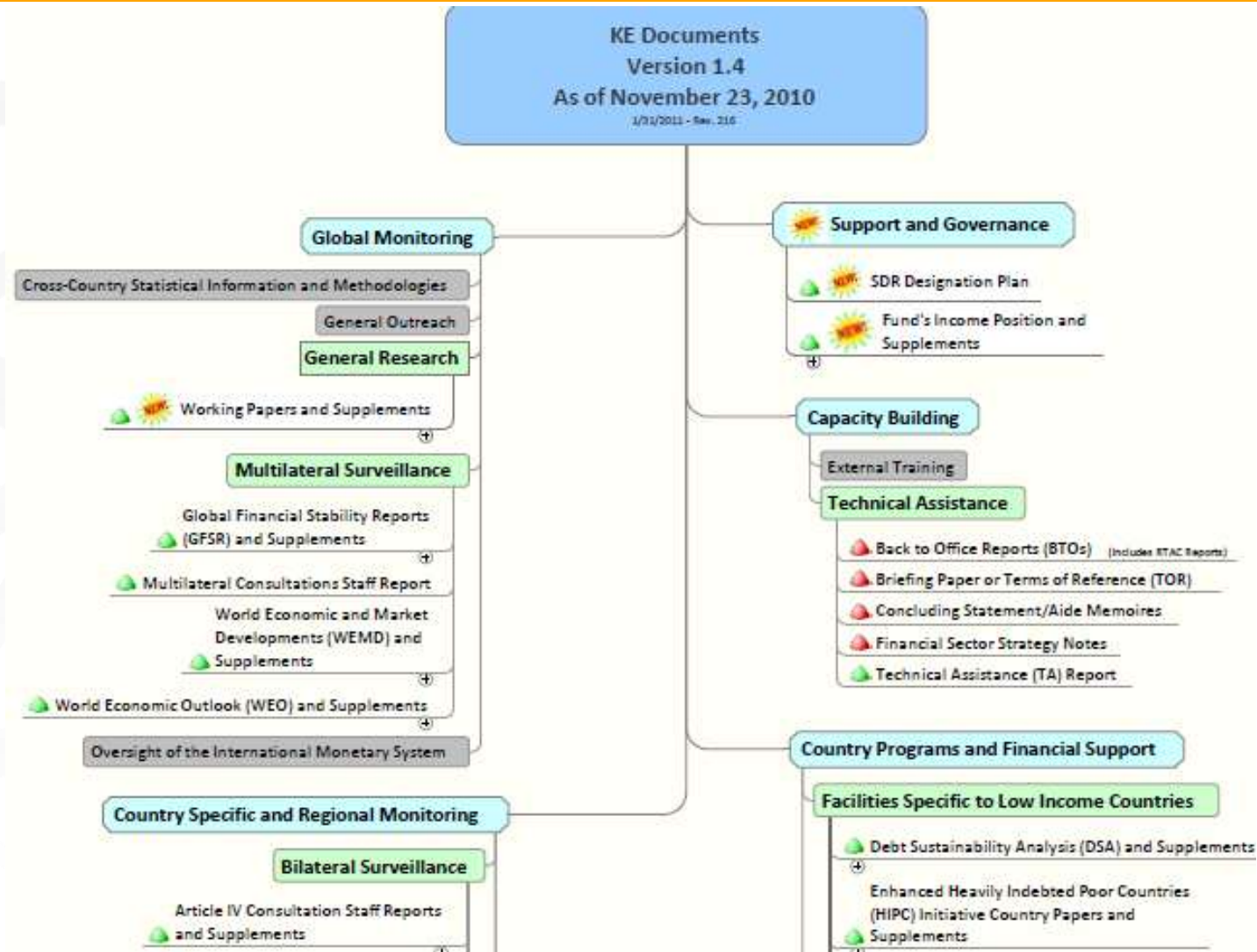
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copyright reason

- Analyze all information assets
 - Identify precious gems
 - Map to core outputs
 - Validate from users
-

Unlocking the Most Precious Gems

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copyright reason

The Path to the Most Precious Gems







Support of the Tribal Council

Governance and Seeking Support from Senior Leadership

Obtaining Support

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copyright reason

- Committee on Business and Information Technology
 - Executive Leadership + CIO
 - Enterprise Information Steering Committee
 - Senior Business and IT Leadership
 - Knowledge Management Advisory Group
 - Senior Business and IT Leadership; Operational
-

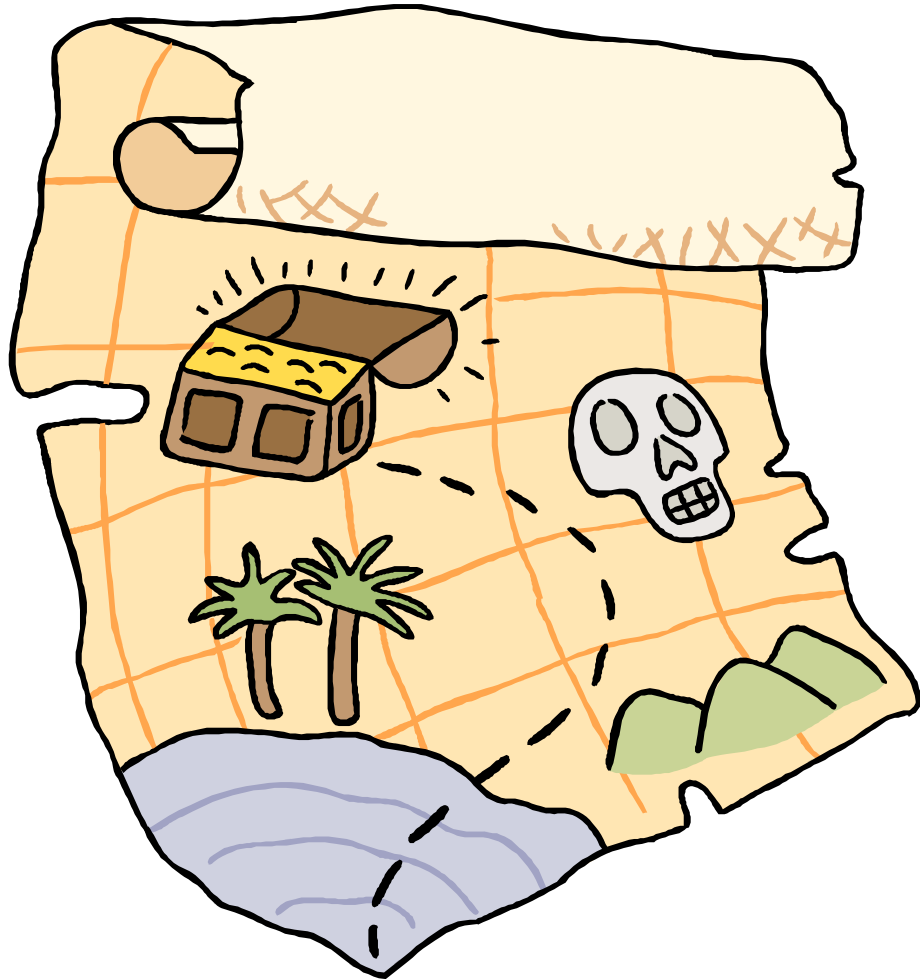
Outcome of Support

- Validation that a problem exists
- Buy-in from senior management and core departments
- Ownership and partnership with the business
- Reinforcement mechanism
- Support for seeking external expertise
- Mechanism for checking progress against priorities
- Accountability and visible outcomes



Knowledge Exchange

A Good Treasure Map Plan



- Driving cultural change
- Road shows
 - Meetings with senior management and support staff from every department
- Identifying Champions and sponsors from each department
- Consistent message and a lot of communication materials: posters, videos, quick reference cards, fliers.
- Memo from Deputy Management Director to all Departments Heads
- Email from Department Heads to their departmental staff
- Vigorous training for staff assistant on how to tag documents as KE
- Batch tagging legacy documents before going live with the KE site



And the Outcome Was

Refine By:

[Start Over](#)**Countries**

--Select a Country--

Key Output Areas

- + [Bilateral Surveillance \(19759\)](#)
- + [Facilities Specific to Low Income Countries \(3520\)](#)
- + [General Research \(4395\)](#)
- + [Generally Available Facilities \(1197\)](#)
- + [Multilateral Surveillance \(524\)](#)
- + [Regional Surveillance \(234\)](#)
- + [Standards and Codes and Financial Sector Assessment \(1326\)](#)
- + [Support and Governance \(153\)](#)
- + [Technical Assistance \(13232\)](#)

Topics

- + [External Sector \(11735\)](#)
- + [Financial and Monetary Sector \(7266\)](#)
- + [Fiscal Sector \(12450\)](#)
- + [Real Sector \(9442\)](#)
- + [Social and Demographic Sector \(7297\)](#)

Departments

-- Select a Department --

KE Docs

**Recent KE Documents****Nonol****ice Criteria****nd Request for Waiver of**

SOURCE: Institutional Repository DEPARTMENT: European Department DATE: 06/12/2013 SERIES ID: EBS/13/78
[SHOW KEYWORDS](#) ▾

**LEG****KLE VAT FRAUD**

SOURCE: Institutional Repository DEPARTMENT: LEG DATE: 04/30/2013
[SHOW KEYWORDS](#) ▾

**HUNGARY****E VAT FRAUD**

SOURCE: Institutional Repository DEPARTMENT: LEG DATE: 04/30/2013
[SHOW KEYWORDS](#) ▾

**Cameroon - Staff Report for the 2013 Article IV Consultation - Informational Annex**

SOURCE: Institutional Repository DEPARTMENT: African Department DATE: 06/12/2013 SERIES ID: SM/13/149, Sup. 1
[SHOW KEYWORDS](#) ▾

**Cameroon - Staff Report for the 2013 Article IV Consultation - Debt Sustainability Analysis**

SOURCE: Institutional Repository DEPARTMENT: African Department DATE: 06/12/2013 SERIES ID: SM/13/149, Sup. 2
[SHOW KEYWORDS](#) ▾

**Ireland - 1****entary Information**

SOURCE: Institutional Repository DEPARTMENT: European Department DATE: 06/12/2013 SERIES ID: EBS/13/70, Sup. 1
[SHOW KEYWORDS](#) ▾

**Cameroon - Staff Report for the 2013 Article IV Consultation**

SOURCE: Institutional Repository DEPARTMENT: African Department DATE: 06/12/2013 SERIES ID: SM/13/149
[SHOW KEYWORDS](#) ▾

**Vietnam-****ent**

SOURCE: Institutional Repository DEPARTMENT: Monetary and Capital Markets Department DATE: 06/12/2013 SERIES ID: SM/13/147
[SHOW KEYWORDS](#) ▾

**Kazakhstan****FC AB**

SOURCE: EDMS DEPARTMENT: MCMFC DATE: 06/12/2013 DOCUMENT # 5176876
[SHOW KEYWORDS](#) ▾

**Haiti - 2013 -****June 17-21**

SOURCE: EDMS DEPARTMENT: FADR2 DATE: 06/06/2013 DOCUMENT # 5172706
[SHOW KEYWORDS](#) ▾

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News**About KE Documents**

KE Documents is your gateway to the core country documents in the Fund. KE Documents allows departments to easily share the final, authoritative versions of these documents, and to search and browse them by country,

document type, topic or Department...[More](#)

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Most Viewed Countries

- > [Thailand](#)
- > [Comoros](#)
- > [Nigeria](#)
- > [Sudan](#)
- > [Guyana](#)

Most Viewed Document Types

- > [Technical Assistance Reports](#)
- > [Technical Assistance Briefing Papers](#)
- > [Article IV Consultation Reports](#)
- > [Technical Assistance Back to Office Reports](#)
- > [Technical Assistance BTOs](#)

Most Viewed Topics

- > [Macro-prudential Policies and Financial Stability](#)
- > [Central Banking and Monetary Issues](#)
- > [Revenue Administration](#)
- > [Monetary and Financial Sector](#)
- > [Fiscal Sector](#)

Top Contributing Departments



Quality of Life on Knowledge Island

Quality of Life on Knowledge Island

- Invest in maintaining the Brand!
 - Accountability
 - Monitor for valueless gems
 - KE police
 - Quarterly reports for candidate documents
 - Memo to management
 - Tag drive
-

KE Trends

This page provides insight into the usage and contribution trends for KE. The contribution reports. See the list of [charts](#) and [descriptions](#).

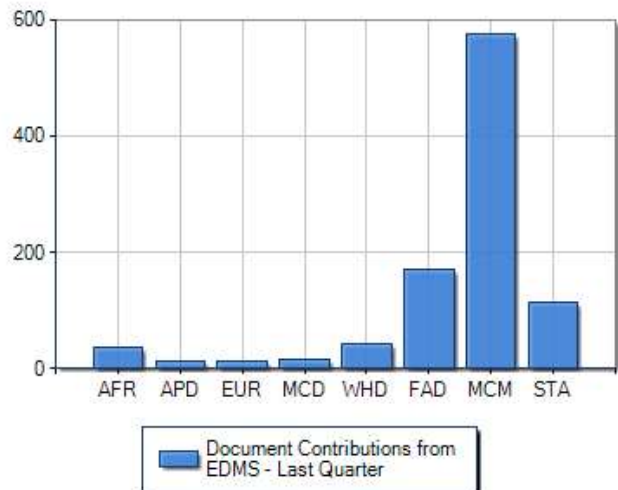
- Overall
- KE Documents Trends
- KE Countries Trends
- KE Topics Trends

KE Documents Site Usage - Last 12 Months



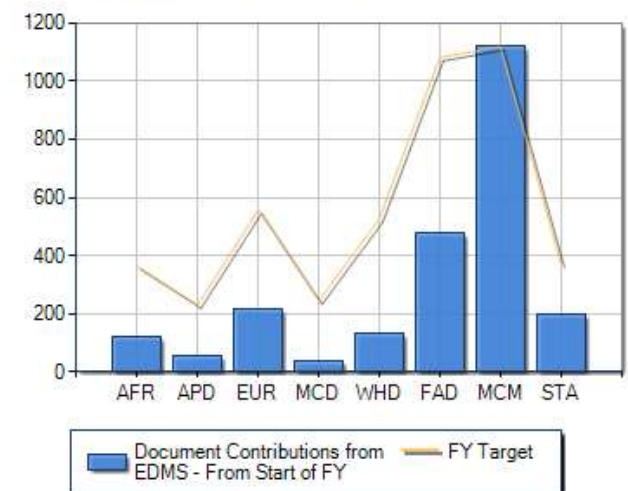
Dept. Contributions from EDMS - Last Quarter

Data & Appearance | Advanced Properties



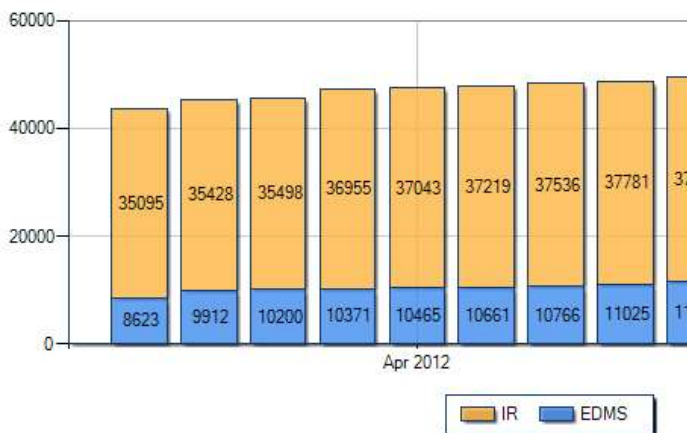
Dept. Contributions from EDMS Against Annual Targets

Data & Appearance | Advanced Properties



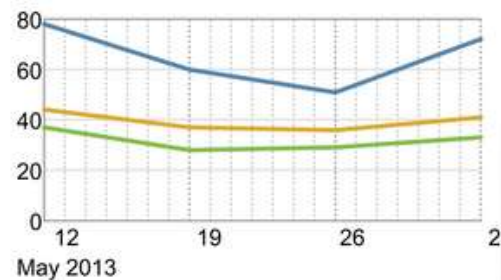
Total KE Documents by Source - Last FY

Data & Appearance | Advanced Properties



KE Documents Site Usage - Last 4 Weeks

Page Views, Visits, Unique Visitors



Average Time Spent on KE Document Site (minutes) - Last Quarter

Low, Medium, High



A Few take-aways

- Top Down approach
 - Make them accountable and part of it
 - Identify Champions
 - Create a brand and make it as part of their daily life
 - Incentivize
 - Monitor
 - Reward
 - Set up governance from the beginning
 - Have good guidelines and standards
-