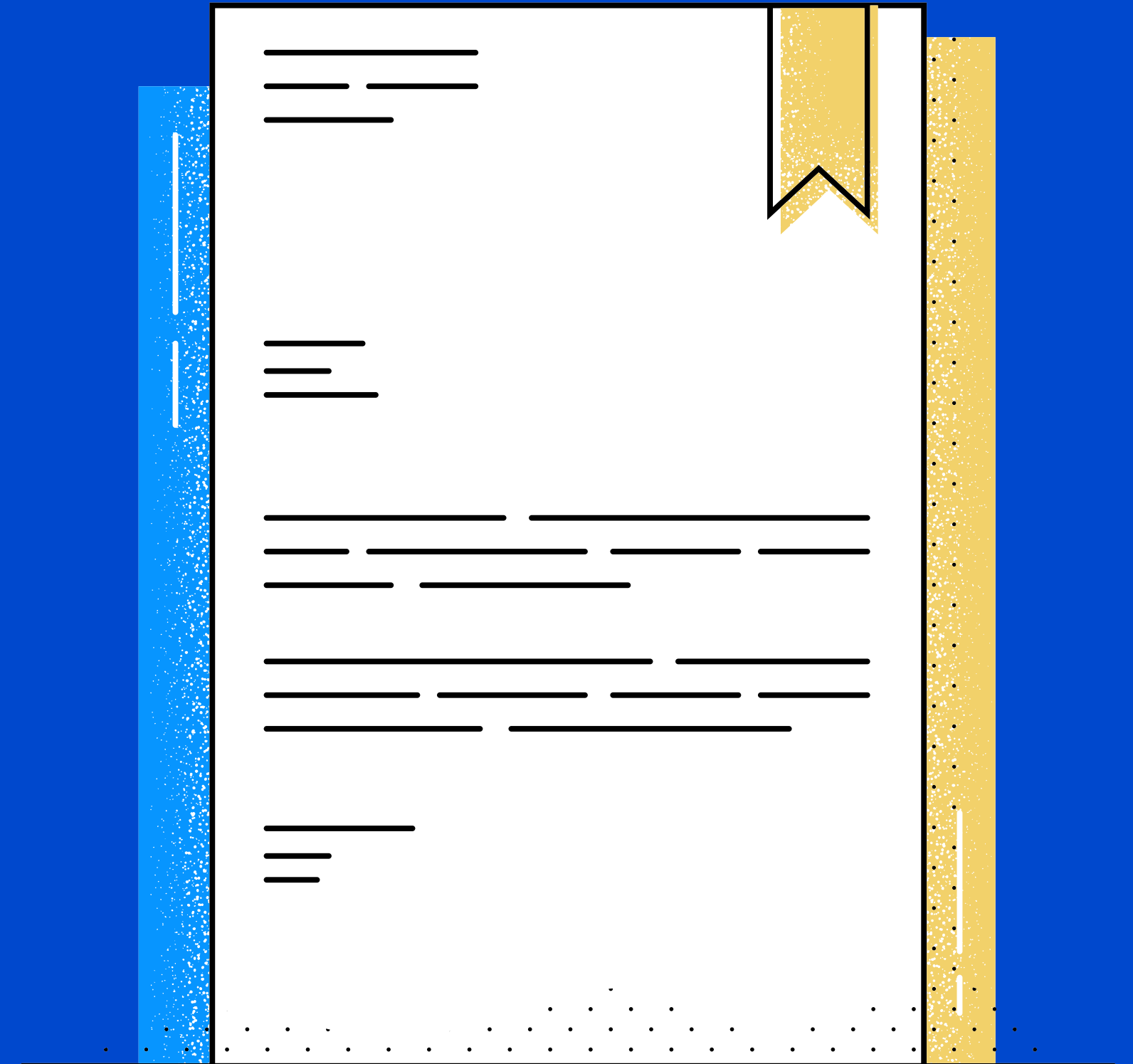


Helping an India based NGO alliance build a KM platform in the Sanitation segment



Requirement

Build a KM Platform that brings together all the different information and knowledge created in the sector and also ensure extended engagement with the different stakeholders. The platform should cater to the information and knowledge needs of all stakeholders.

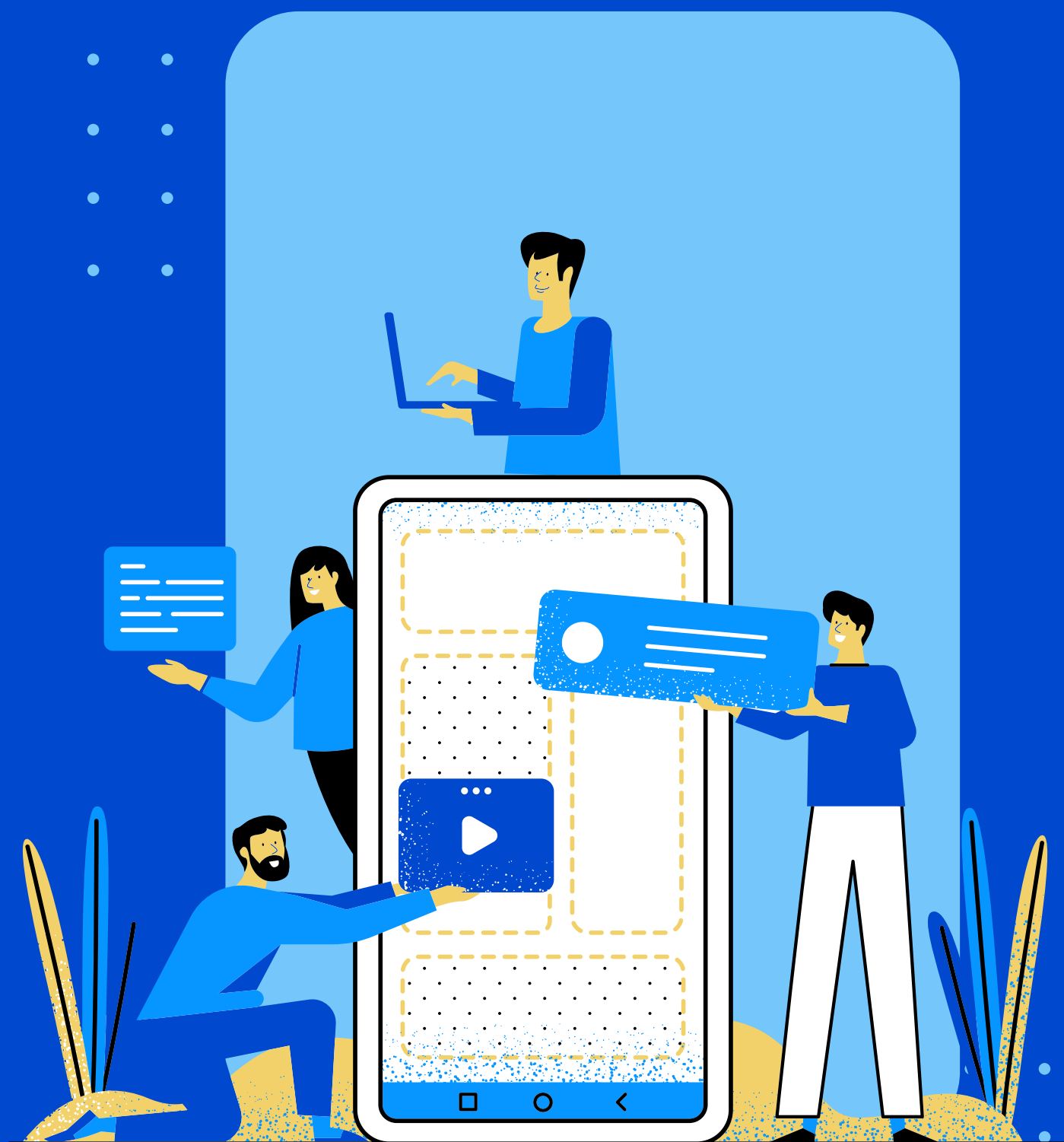


Client Challenge

In the concerned sector, there is a rich collection of information and knowledge comprising numerous resources from multiple organizations. However,

- There is need for a formal mechanism to store and enable sharing of this.
- These multiple organizations have been creating documentation and knowledge products based on their work which is often restricted to a geography and/or theme.
- Many of these organizations have created KM platforms that are very specific to their work streams.

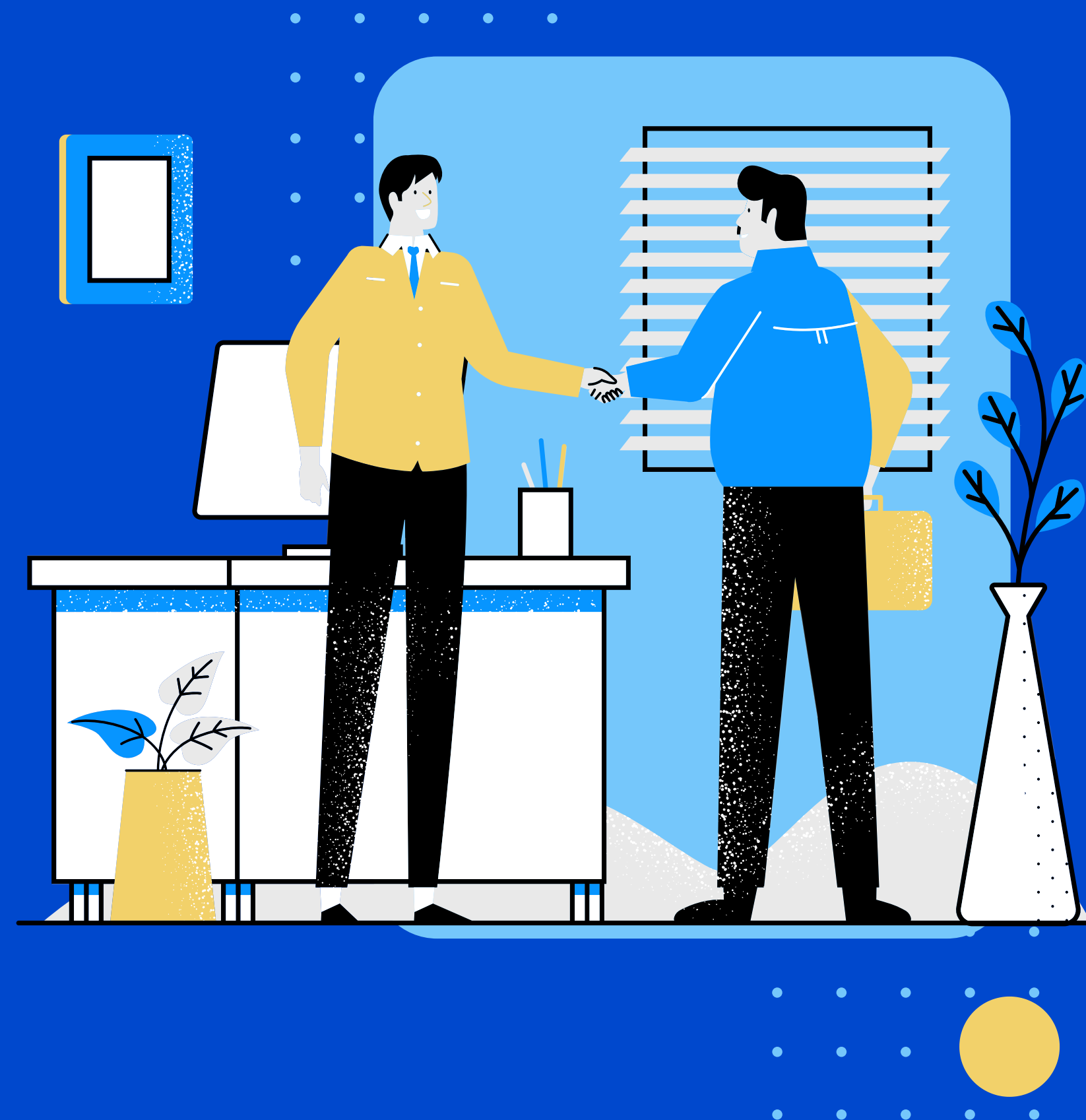
Impact: No KM portal so far has managed to sustain traction, remove redundancies, or has really created a unique and comprehensive framework that attracts stakeholders (including government) to repeatedly engage with it.



Approach

Acies Innovations approached the challenge in three phases. Phase 1 details given below:

- Extensive exploratory study conducted across all partners to understand their roles, responsibilities and knowledge products.
- Based on the study, the knowledge products were categorized and taxonomy was built. This helped set the context for initiating the construction of FSM Knowledge Portal. The discussions with the partners helped in understanding the different kinds of services the Knowledge portal should provide.
- A Knowledge portal was built which would work both as a Knowledge base for content in FSM domain and also have features that promote sharing between FSM practitioners.



Phase 2 details:

- The focus was to study the user persona and understand their information and knowledge needs.
- We conducted an extensive knowledge audit with a few members who represented the different kinds of users.
- We mapped stakeholder knowledge needs to partner knowledge products based on which knowledge gaps were identified.
- As a product of the knowledge audit and stakeholder interaction, customized process flows for each user profiles was built.

Phase 3 details

- Reviewed and rebuilt the knowledge portal as a 2 in 1 model by developing it as an efficient CMS system and alliance website.
- Social networking features added to enable flow of tacit knowledge between the users



Results

A centralised KM Platform that caters to:

- All information and knowledge needs of different users
- Governance mechanism to keep the content updated
- Regular updation of information and knowledge to ensure latest contents available
- Data on extent of usage of the platform across user profiles

