**Workshop on Local Government in Post-Conflict Situations:
Challenges for Improving Local Decision Making and
Service Delivery Capacities**

**ANNEX 20: Mr. Monjurul Kabir,
Knowledge Management Specialist and Practice Network DGP-Net) Facilitator,
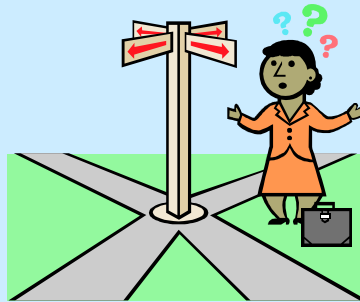UNDP Bureau for Development Policy**

**Oslo, Norway
28-29 November 2007**

January 2008

**Bureau for Development Policy
Democratic Governance Group
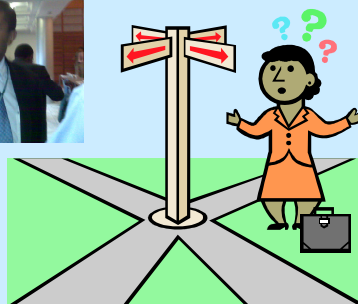Oslo Governance Centre**

Knowledge Management: Meeting LGD Needs

Democratic Governance Practice
Workshop on Local Government in Post-conflict Situations
28-29 November, Oslo

Monjurul Kabir, Knowledge Management Specialist &
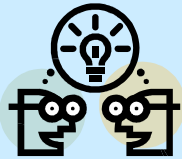Practice Network (DGP-Net) Facilitator, BDP/UNDP

Knowledge Management: Meeting LGD Needs

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Monjurul Kabir, Knowledge Management Specialist &
Practice Network (DGP-Net) Facilitator, BDP/UNDP

AGENDA

✓ **Knowledge Management at UNDP**

✓ **UNDP KM Products and Services**

✓ **DG Practice Network: Meeting Thematic Needs**

✓ **Mapping LGD Knowledge**

✓ **Knowledge Sharing within UN system**

What is Knowledge Management ?

- *Knowledge Management is a collection of activities, processes and policies that help organizations apply knowledge to improve effectiveness, innovation and quality with the purpose of turning personal knowledge into corporate knowledge and corporate knowledge into personal knowledge.*
- **Knowledge Assets: Human, structural, intangible**
- **Communities of Practice (COP)**
- **Content Management**
- **Knowledge Enabled Business Processes**
- **Organisational Learning**
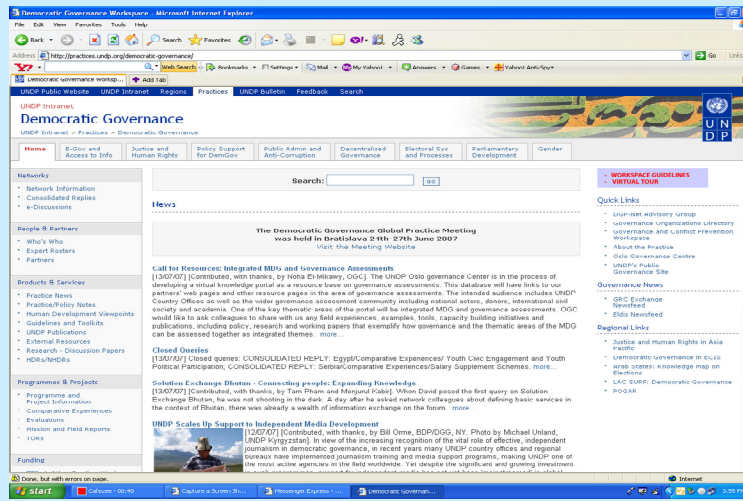
Knowledge Management at UNDP

❑ **Historically:** long research, publishing and consulting tradition

❑ **1990s**: Establishment of RSCs, SURFs, Global Networks, UNDP's Practice Architecture, Knowledge Service Teams

❑ **2004**: 'Knowledge Management Roadmap' to transform UNDP into "professional services organization"

❑ **2005**: KM stocktaking Process

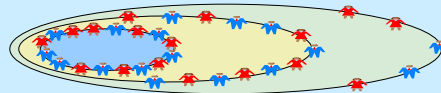❑ **2006**: KM activities highlighted as key ingredients for MDG support services

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KM Progress to date …

❑ **New Collaborative Tools and Technology**
   Search engines, workspaces, network management tools

❑ **Networks and Communities Strengthened**
   UN-wide networks, **regional and country CoPs, knowledge fairs, stronger facilitation teams, rosters,**

❑ **Human Resources and Staffing Developed**
   Initiatives to enhance KM culture, communication strategy, HR procedures

❑ **Content Management and Knowledge Products Developed**
   corporate taxonomy, human development viewpoints

❑ **Alignment with MDG Support Services**
   Improving support to the COs, strengthening RSCs, improving interagency cooperation

❑ **Knowledge sharing within UN & with governments**
   Support, collaboration, replication of UNDP CoP and K-Network model

DGP-Net- Meeting thematic needs

❑ **Launched in 1999 and now has over 2000 members**

❑ **Connects all UNDP staff interested in democratic governance issues including LGD issues**

❑ **Offers services for members and helps to collect and codify organizational knowledge**

❑ **Community-building beyond e-mail: way forward**
   Innovation fund, interagency networks, spin-off CoPs

❑ **The Impact: UNDP staff capacity**
   86% - participation in a knowledge network benefited their professional development; 92% - participation in a knowledge network benefited their office

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ist : dgp-net
rom : "Monjurul Kabir" <monjurul.kabir@undp.org>
ubject : CONSOLIDATED REPLY: HQ/Comparative Experiences/Election Violence and Democratic Governance
ate : 27-Jul-07 05:34 PM
ttachments:
image002.jpg   image001.jpg
Message :

view as text

United Nations Development Programme
Democratic governance

United Nations Development Programme
Crisis Prevention & Recovery

Consolidated Reply
Query: HQ/ Comparative Experiences/Election Violence and Democratic Governance
27 July 2007, *prepared by* A.H.Monjurul Kabir, DGP-Net Facilitator with CPRP-Net

[The query is cross posted on the DGP-Net and CPRP-Net]

Original Query: Siphosami Malunga **and** Linda Maguire,
DGG/BDP
Posted 10 July 2007

one | Internet

United Nations Development Programme

Mapping LGD Knowledge-Oslo Workshop

Trends:
- ❑ Members prioritised LGD as key emerging theme for 2007
- ❑ Most participatory e-discussion in UNDP (153 contributions)
- ❑ Critical role of LGD in post-conflict contexts highlighted
- ❑ Inter-agency collaboration (UNDP-UNCDF-UNHABITAT & UCLG)

Issues:
- ❑ From capacity development to capacity sustenance
- ❑ Innovative regional and national KM solutions
- ❑ Improved service delivery- strategic and demand-driven K-product development
- ❑ Indigenous local governance system-lessons learned & good practices
- ❑ Sequencing LG reforms & defining target audiences

Global Knowledge Sharing

"UNDP is a global organization. And I believe this is one of our sources of strength and something we have to preserve. Preserve in the sense that the knowledge, the communication, has to be at the global level...Africa should have access to global knowledge and south Asia should participate in that. People in Africa, in Mozambique, should know what is happening in Indonesia, what is happening in Brazil."

- Kemal Dervis, UNDP Administrator

… got question?