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# KNOWLEDGE MANAGEMENT POLICY

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## IBS COLLEGE OF TVET

**01st January 2024**

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| Prepared by:<br>Student Services | Reviewed by: | Approved by:   |  |
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## 1. Introduction

Knowledge Management is a field of increasing popularity within both the academic arena and the business community.

The field of knowledge management, although relatively new is having an impact on business processes. This field emphasizes the need to understand how knowledge is being used, in order to be better placed to utilize knowledge for competitive advantage.

Knowledge Management is not just IT storage, retrieving and sharing of information. And, IBS College wants to tap into its intellectual capital or knowledge capital that is its intangible asset that represents valuable ideas, methods, processes and other intuitive talents to be better placed to utilize knowledge for competitive advantage.

## 2. Purpose

To disseminate and share knowledge, and to foster continuous learning, support operational efficiency through the proper use of intellectual assets; protect the integrity and confidentiality of the information; and to apply a systematic approach to the capturing, structuring, managing and disseminating of knowledge throughout the College.

## 3. Objectives

1. Create and manage a Centralized Knowledge Management repository;
2. Promote authorize transfer of knowledge;
3. Utilize the information from Knowledge Management repository for the enhancement of services; and
4. Protect the integrity and confidentiality of information from Knowledge Management Repository;

## 4. Scope

This policy covers both the Explicit Knowledge and Tacit Knowledge of IBS College.

## 5. Definitions

“Explicit Knowledge” refers to document management, intelligence gathering, data mining, text mining.

“Knowledge Manager” – designated staff to handle the Knowledge Management Repository.

"Knowledge Management" - task of College to plan, organize, command, coordinate and control the knowledge or its intellectual capital in an efficient manner

"Knowledge Management Repository" (will be referred to as repository from now on) – storage of information, maintained by ICT department and Knowledge Manager.

"Tacit Knowledge" includes tools/practices such as knowledge surveys, questionnaires, individual interviews etc. I DNA, personality test results, talent identification.

## 6. Roles and Responsibilities

Knowledge Manager is responsible for the planning, organizing, commanding, coordinating, controlling and sharing the knowledge or intellectual capital of IBS College.

All Employees of IBS College are responsible for saving onto the repository the required information as per this policy. They are also responsible for ensuring that the information shared is solely used for the intended purpose.

ICT Manager or delegate is responsible for ensuring that the soft-copy repository is maintained with confidentiality at all times

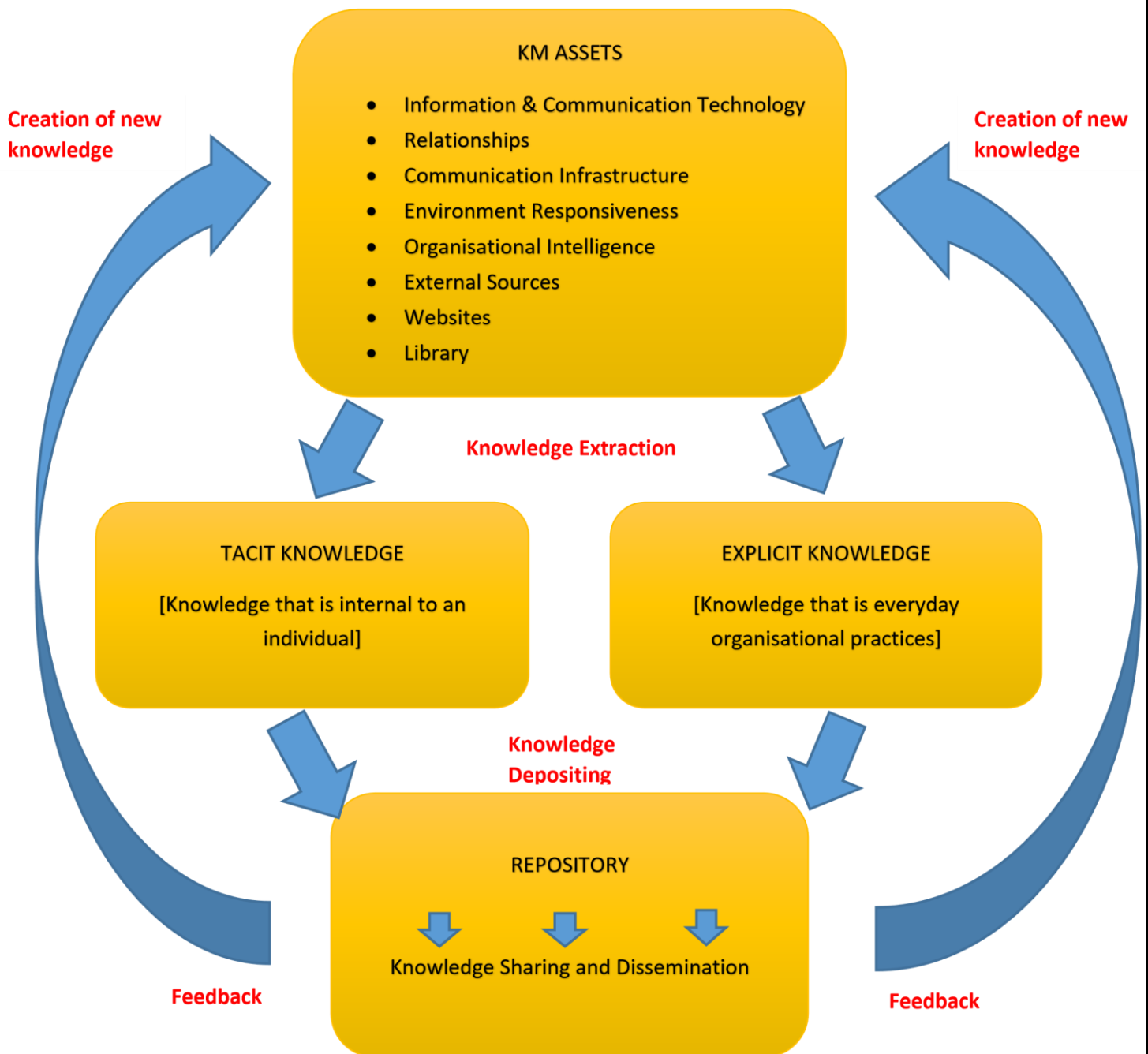
Chairman or Head of College is responsible for the approval of access to files marked 'confidential'

## 7. Procedure


1. ICT Department shall create the repository through share drive, or any appropriate storage drive;
2. The access for the repository will be given to the Knowledge Manager and Head of the College;
3. Knowledge Manager shall be tasked to manage the repository;
4. ICT Department will be supporting the Knowledge Manager in managing the repository;
5. The files shall be classified as: Confidential, Open Access and Shared. The definition of the classification shall be done by senior management and the board;
  - 5.1 Accessed to confidential files shall be approved by the Chairman of IBS Group or Head of College.
  - 5.2 Open Access files can be viewed by anyone but can only be edited by the one who created;

- 5.3 Shared files are files used for collaboration, and as such, can be edited;
- 6. The confidentiality of the information is paramount, as such, all staffs and managers shall only use the information for the College purpose;
- 7. Monthly evaluation of the repository will be conducted by the Quality Assurance Department.

**Knowledge Management Model (Flow Chart)**



[Feedback on the effects of the knowledge shared now gives the opportunity to manage knowledge at the KM Assets level to prepare it for the repository.]

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