

Knowledge Management and Sharing in the Centers for Social Rights
Realization
Jerusalem Municipality
Yael Levitzky
Advisor: Rinat Salem

Research suggests that there is a negative gap between the number of households eligible for benefits from various state institutions and their actual realization. This gap is more prevalent among households from weaker socio-economic background, creating a barrier for socio-economic mobility. In light of that and in response to governmental policies for benefits reduction and the prevention of the social welfare systems' exploitation; Jerusalem Municipality has established the centers for social rights realization, intended to help individuals understand and exercise their welfare related rights (Talias, 2014).

Recent work, done in the municipality headquarters has identified obstacles to efficient work in the centers, mainly attributed to issues involving information and knowledge management: the fact that centers are geographically scattered, the lack of regular communication between centers' volunteers and the virtually non-existing documentation of the existing knowledge.

The goal of this practicum is characterization, design and implementation of a system for the management, sharing and preservation of information & knowledge in the centers for social rights realization. The final product of this project is defined to be fully operable solution for knowledge management. Hence a 4-step outline was formulated: Characterization – January 2017, Solution Formalization – February 2017, Design – March 2017, Initial Implementation – April-May 2017.

The complete work process and the final product are an integration of several areas in the field of information and knowledge management; Information literacy, information organization, virtual communities and subjects related to privacy, ethics and legal issues in the use of information, being the main ones. Initial feedback indicates that the supplied system is efficient and answers the needs of its users. Further work should examine wider implementation, monitoring usage and receiving more feedback in order to support further needed changes in the system and draw conclusions about future knowledge management processes in the organization.