

## Knowledge Management Site Characterization for "Planning and Monitoring Division" of "Department of Staff"

Organization: Department of Staff, IDF

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The purpose of the project was; first to learn and analyze KM patterns in the organization, then to create an automated KM system that will optimize KM working patterns and improve work processes of the "Department of staff" which is responsible for management and policy setting of IDF staff (Officers and NCO's). The department is responsible for setting personnel management policy, information systems and processes characterization, and handling exceptional and individual cases.

The project was implemented for the "Planning and Monitoring Division" that is responsible for budget policy, characterization of systems and processes and for the general administration of the department. Each section of the division has its separate content world with minimum overlaps between them.

The first stage was to learn existing concepts and KM technologies that are in use. The next phase was to assign project goals. A meeting took place with all division officers to highlight the importance of KM and gain their support for the project goals. After three rounds of learning, information was gathered for future analysis. Analysis was performed as a basis for a characterization document to be based on SHAREPOINT site.

Through this process, the sections were exposed to problematic information and knowledge management processes. Information was found that was never organized for access. The new KM environment will allow sequencing all types of documents and will highly improve content management. For the first time the knowledge and content worlds will be sequenced and that will allow efficient KM with improved search options for accessing the organization information.