

REPORT HIGHLIGHTS

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Managing Knowledge: A guide to good practice

www.bcauditor.com/knowledge

About the report

Managing Knowledge is the latest good practice guide produced by the Office of the Auditor General of British Columbia. It is also the first of the Office's reports to be completely web-based, allowing the content to be updated and enhanced over time. For example, an interactive self-assessment tool is currently being developed as an added feature of the report.

Background

The management of knowledge is a critical part of any organization's success. In B.C.'s public sector, there are both risks and opportunities related to knowledge management that need to be considered. These include the use of new technologies, an aging workforce, and an increasingly global environment. Within this context, knowledge management could have numerous benefits for the public sector, including:

- more cost-effective services;
- new and improved methods of citizen engagement;
- reduced redundancy for routine tasks; and
- better quality of information and services provided to citizens.

Purpose

This report was created as a good practice guide with a self-assessment tool to:

- increase public sector awareness of the importance of treating knowledge as a strategic asset; and
- assist organizations in gauging their current level of capability in managing knowledge, and take steps to achieve excellence in this area.

The report also serves as a resource for the Office in evaluating the knowledge management capabilities of organizations.

Key features

[Introduction to knowledge, its importance and its strategic management](#)

Defines knowledge, identifies the categories of knowledge, explains why knowledge is critical to the B.C. public sector and provides an overview of the strategic management of knowledge.

[Self-assessment guide](#) and [interactive self-assessment](#)

Guides users through the self-assessment process, and provides an interactive tool for conducting self-assessments (the latter is currently in development).

[Case studies](#) and [good ideas from B.C.'s public service](#)

Examines the strategic management of knowledge in practice, using examples from the public service and private sector.

[Tool kits](#)

Provides detailed practice guides, definitions, bibliography and an overview of potential barriers and disincentives to knowledge management.

For more information, please contact:

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A copy of the full report is available on our website at: www.bcauditor.com