The IAEA’s Corporate Knowledge Management System

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“You can take pride in maintaining the highly professional tradition of delivering results set by previous generations of Agency staff, to whom we owe a debt of gratitude.

Thanks to the dedication and commitment of all of you, the IAEA will remain and organization of excellence that delivers concrete results and makes a real difference to the live of millions of people.”

IAEA Director General’s message to the IAEA staff on the IAEA’s 60th anniversary, September 2016.
Objectives:

• To build institutional memory;
• To facilitate effective adaptation for new staff, shortening the learning curve, increasing and improving efficiency;
• To ensure sustainability and effectiveness of key work processes in the IAEA.
The Agency’s CKM System

- CKM Policy
- CKM Guidelines
- CKM Plan

Established by the Interdepartmental Steering Group on CKM (ISG/CKM)
The IAEA’s CKM Policy

Main principles of the CKM Policy:

- CKM is an integral part of Agency processes
- Organization-wide and process-based approach to manage knowledge
- Ensuring continuity in the application of CKM practices
- Support of innovation and continuous involvement, it considers the need to introduce appropriate changes and innovations in the work of the Agency, as necessary
- Support, promotion and implementation under the responsibility of managers
- Staff members to actively contribute to the CKM process
The IAEA’s CKM Guidelines

Objective: to provide operational guidance

Key roles and responsibilities:
- Director General
- Strategy Formulation function in DGOC
- ISG/CKM
- Chair of the ISG/CKM
- Deputy Directors General

The CKM process
- is related to the Agency’s Medium Term Strategy (MTS)
- is integrated into the Agency’s existing results based management (RBM)
- starts with the implementation of the CKM Policy
- aims at certain outputs
The Agency’s CKM Plan

• Provides a framework for the implementation of the CKM Policy
• Sets the scope of work of the ISG/CKM
  – activities to be implemented during the calendar year
• Adopted by the ISG/CKM annually
IAEA CKM System

Director General

Deputy Directors General

ISG/CKM

ISG/CKM chair

ISG/CKM Representatives/alternate

Departmental Focal Points on CKM matters

Cross-departmental teams

Supporting tools for CKM system implementation

CKM Policy

Guidelines on CKM

IAEA CKM Governance

Process Diagram

Process Owner Definition

List of Processes

Departmental Roles

CKM Plan
Process-based approach to CKM

Guideline for Agency-wide Processes in the CKM

- Agency-wide Process Framework
- Agency Diagram of Processes
- Agency-wide List of Processes
- Agency Guideline on Process Ownership
Interdepartmental Steering Group on Corporate Knowledge Management (ISG/CKM)

This area of the CKM portal includes outputs of the ISG/CKM including the minutes of meetings, approved policies, guidelines, plans and actions of the Group and CKM cross-departmental teams.

The ISG/CKM was established in 2011 to:

- provide a coordinated approach to internal KM activities within the Secretariat through an agreed Corporate Knowledge Management (CKM) System; and
- ensure that such activities become and remain an integral part of results based and quality management activities through an agreed CKM System and Plans.

Work is being carried out to make the results of the ISG/CKM work broadly known and to ensure effective utilization by all departments in promoting a one-house approach and enhancing efficiency of the Agency’s work.

INF/NOT/209 - The Agency’s Corporate Knowledge Management (26 March 2013) describes the Agency’s Corporate Knowledge Management (CKM) Policy, the CKM Guidelines and the Terms of Reference (ToR) of the Interdepartmental Steering Group on CKM (ISG/CKM), which have been elaborated and approved in the course of meetings of the ISG/CKM.

ISG-CKM portal - a collaborative space and depository of the ISG-CKM memory
Developed **high level outlines** for the following support processes:

- **Newcomer Induction Process**
- **Knowledge transfer & handover Processes**

Cross-departmental team members are representatives of the departments.
Outputs of the CKM Process

- Effective recording, maintenance and access to explicit knowledge
- Effective processes for identifying and transferring/sharing critical knowledge
- Streamlined and documented processes and procedures
- Improved knowledge sharing and communication
- Improved awareness of CKM roles, responsibilities and benefits
“Effective knowledge management is vital for success in all industries, and especially in the nuclear sector... It essential that specialist knowledge is shared and maintained.”

IAEA Director General
Yukiya Amano
Thank you!