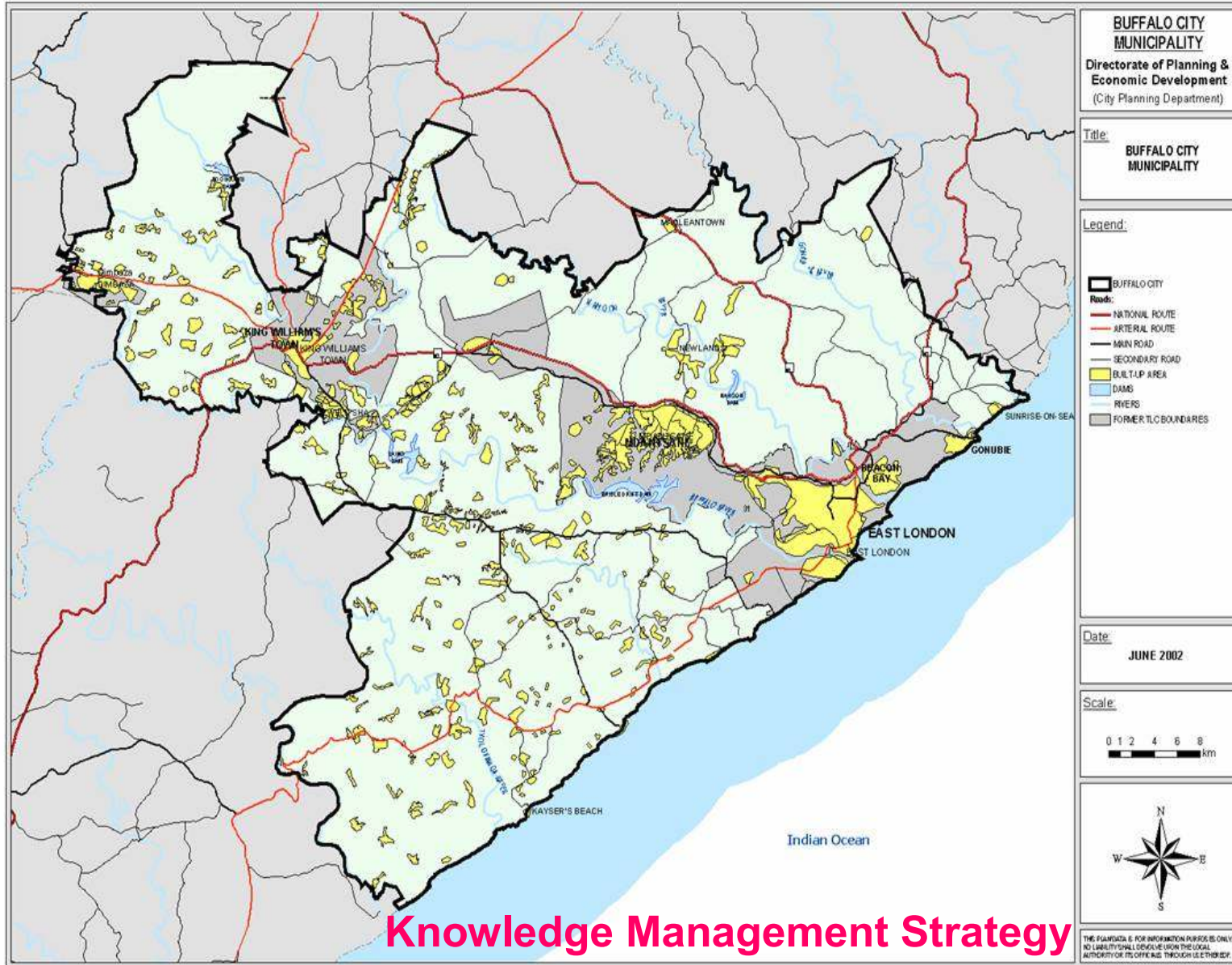
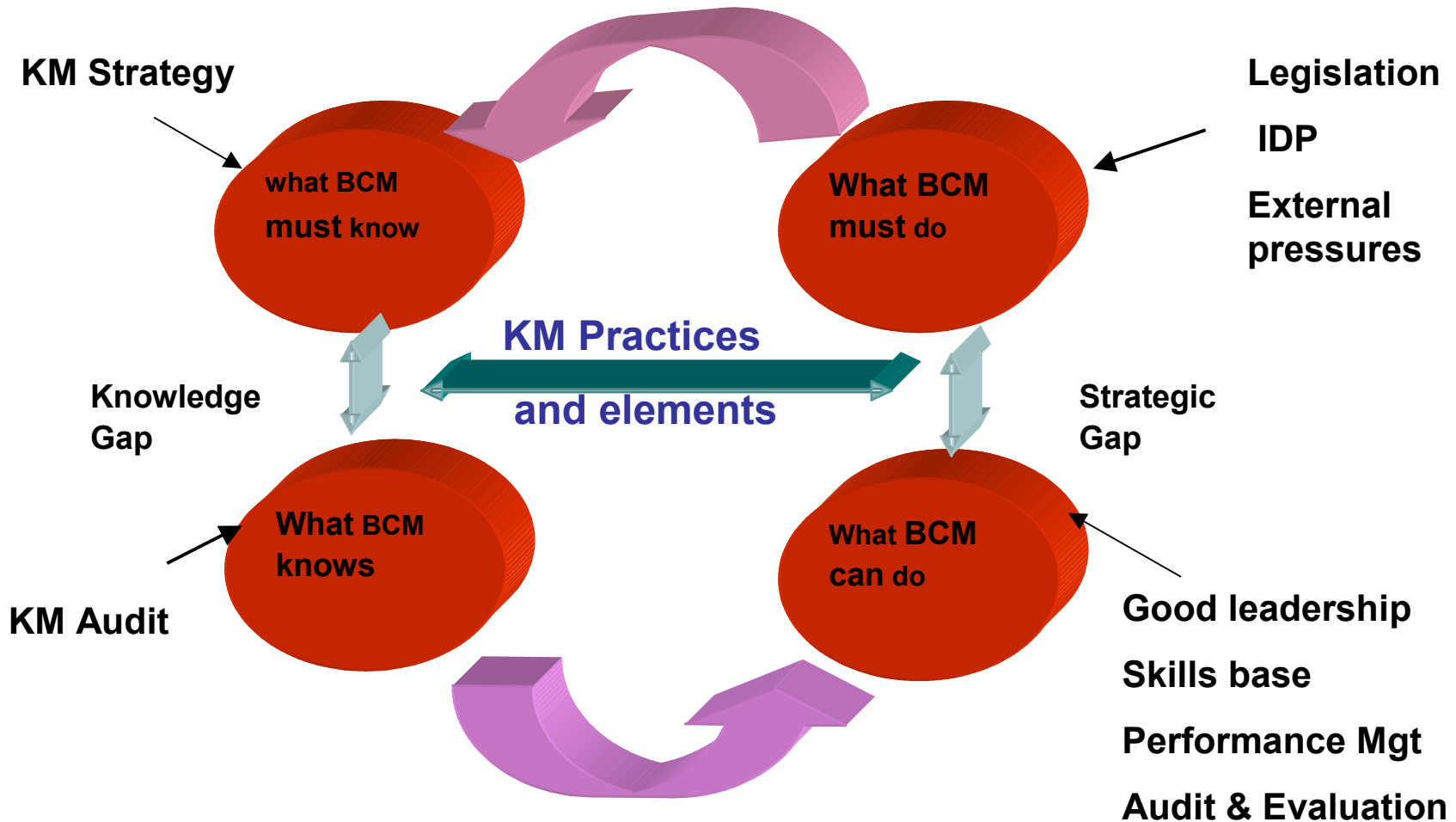


# BUFFALO CITY MUNICIPALITY



## Knowledge Management Strategy

# BCM KM STRATEGY



Adapted from Michael Zack ....Developing a Knowledge Strategy

# KM STRATEGY – KEY OBJECTIVES



## **OVERARCHING**

- ❖ Based on BCM Mission, Vision, Values, & Outcomes
- ❖ Promotion of a Learning & Sharing Culture

## **INTERNAL**

- ❖ Integration of KM initiatives with Integrated Development Plan (IDP)
- ❖ Development of KM Practices and elements throughout BCM - (create, share, store, disseminate)

## **EXTERNAL**

- ❖ Learning from and teaching other municipalities and levels of government
- ❖ Forming partnerships and collaboration with other KM practitioners across SA and beyond

# PRIORITY ACTIVITIES



PROJECT	SCOPE	RESOURCES	EXTRA FUNDING REQUIRED
<b>Training of Councillors &amp; staff</b>	All Councillors & staff	KMR Unit staff	None
<b>Knowledge Championship</b>	KM facilitation initiative at department level	Reps from the departments, funding for training & coaching of K-champs	None
<b>Documentation of Case Studies</b>	Knowledge capture and sharing initiative	Template; KM portal; KMR Unit staff	R1.5 million
<b>Expert Locator system - online</b>	Knowledge Sharing facilitation + talent pool	Volunteers; KM Portal; IT skills	R550,000
<b>Capturing of Institutional Memory</b>	Knowledge retention initiative (knowledge product)	Multi-Media equipment; Multi-Media Specialist; Media (Resource) Centre; KM Portal; Buffalo City Internet site	None
<b>KM Portal</b>	Central Repository	Revamping of the current KM Portal	R225,000

# PRIORITY PROJECTS



## Documentation of Case Studies on:

- **Best Practice:** Revenue Collection - Finance
- **Lessons learnt:** 2010 FIFA World Cup preparation – Executive Support Services
- **Peer lessons:** Fast tracking Urban Renewal - Engineering

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