

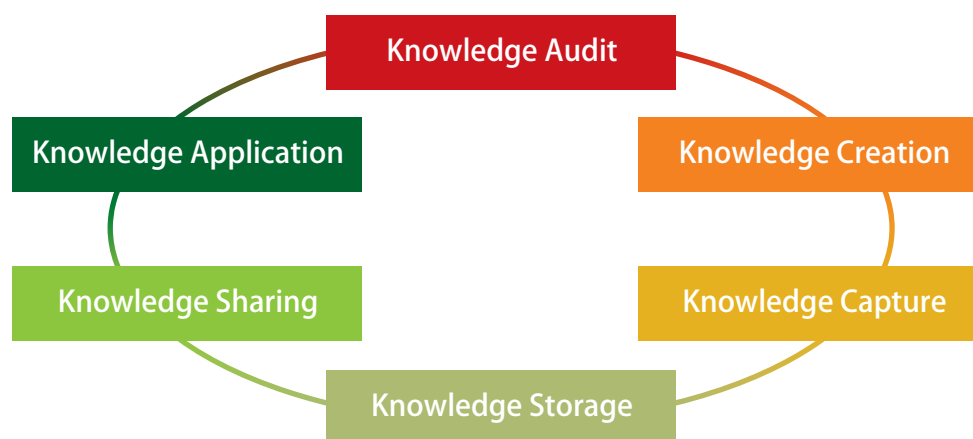


Knowledge management at the NGF

The Nigeria Governors' Forum (NGF) has embarked on a knowledge management initiative, instigated because knowledge is a key measure of the performance of the Forum. Knowledge management is about building organisational intelligence to improve performance. It gives people the tools to improve the way they capture, share and use knowledge and helps them build on experience to ensure better practice, strategy and policy.

What is knowledge management?

According to the ABC of Knowledge Management (2005), "At its core, knowledge management is about creating, identifying, capturing and sharing knowledge." It is about getting "...the right knowledge, in the right place, at the right time." particularly in terms of influencing an action or a decision.



The NGF Knowledge Management Cycle

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Directing knowledge management

The knowledge management initiative at the NGF Secretariat has been established to achieve the following goals:

- Set up internal knowledge management systems within the NGF Secretariat to support easy access to information for efficient internal management;
- Oversee and maintain the NGF content of the intranet and website by liaison with the publication press unit of the NGF and ensure all events and contacts are uploaded in a timely manner;
- Ensure an effective process of extracting, analysing and disseminating lessons learned from NGF activities;
- Ensure regular and relevant information is shared among all staff to improve the learning process across project stakeholders;
- Support the Programme Coordinator of the State Peer Review Mechanism (SPRM) in the management of information generated by the SPRM process.

The NGF knowledge Hub

The Hub – the NGF's content management system – will be managed by the NGF and will link all the Offices of the Governors and key stakeholders in each State through one network. This is the first time that this has been done in Nigeria. The Hub contains information that can be accessed by authorised users from anywhere having an internet connection. The main components of the Hub can be accessed from the home page (1 in the screenshot) and are:

- A Document Database (2), which holds documentation relevant to the successful running of the NGF, including

SPRM reports, State publications and budgets; this is constantly updated (3);

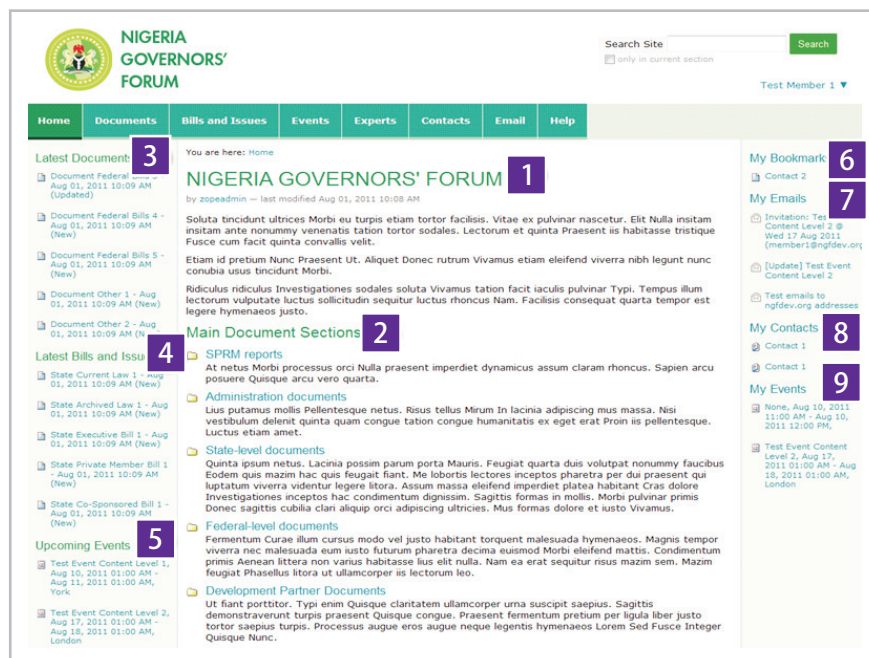
- A Bills and Issues tracking mechanism (4) that allows users to track the status of any Bills and Laws at the Federal and State levels;
- A shared Calendar (5) that displays NGF related events and helps to schedule events and meetings and track attendance at them;
- Links that enable authorised users to access their emails and customise their own settings (6–9).

The Hub can be accessed at www.ngf.org.ng

What next?

A roll-out of the knowledge management system is planned during 2012. The NGF has already scanned the key documents in its possession, all of which will be uploaded to the Hub. In addition, a database of all arms and tiers of government is being developed and State profile pages will contain critical information on each State. Training and technical support for Knowledge Management Officers is being provided in the State Peer Review Mechanism pilot states.

A reference library and resource centre is being developed at the NGF Secretariat to compliment the online content management system. There are also plans to introduce a similar practice to the Knowledge Share Fairs at the sub-national level for all states in Nigeria.



Screenshot showing the main components of the Hub

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