



Agriculture and
Agri-Food Canada

Agriculture et
Agroalimentaire Canada

Canada

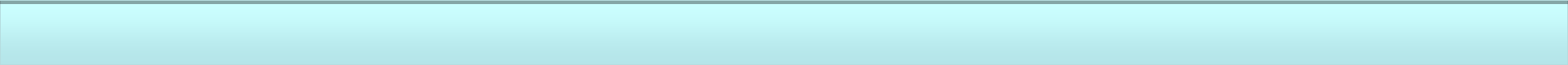
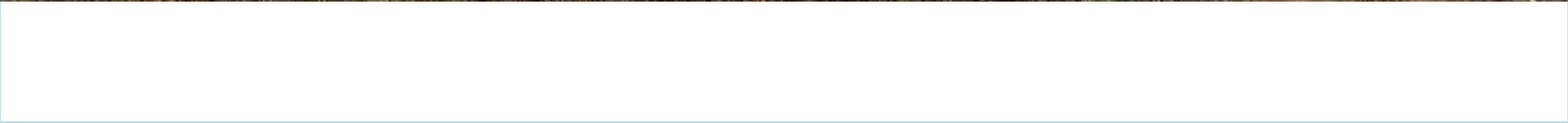
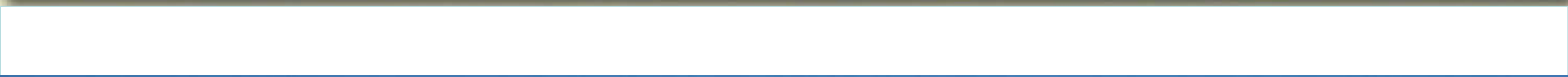


From Silos to Sharing

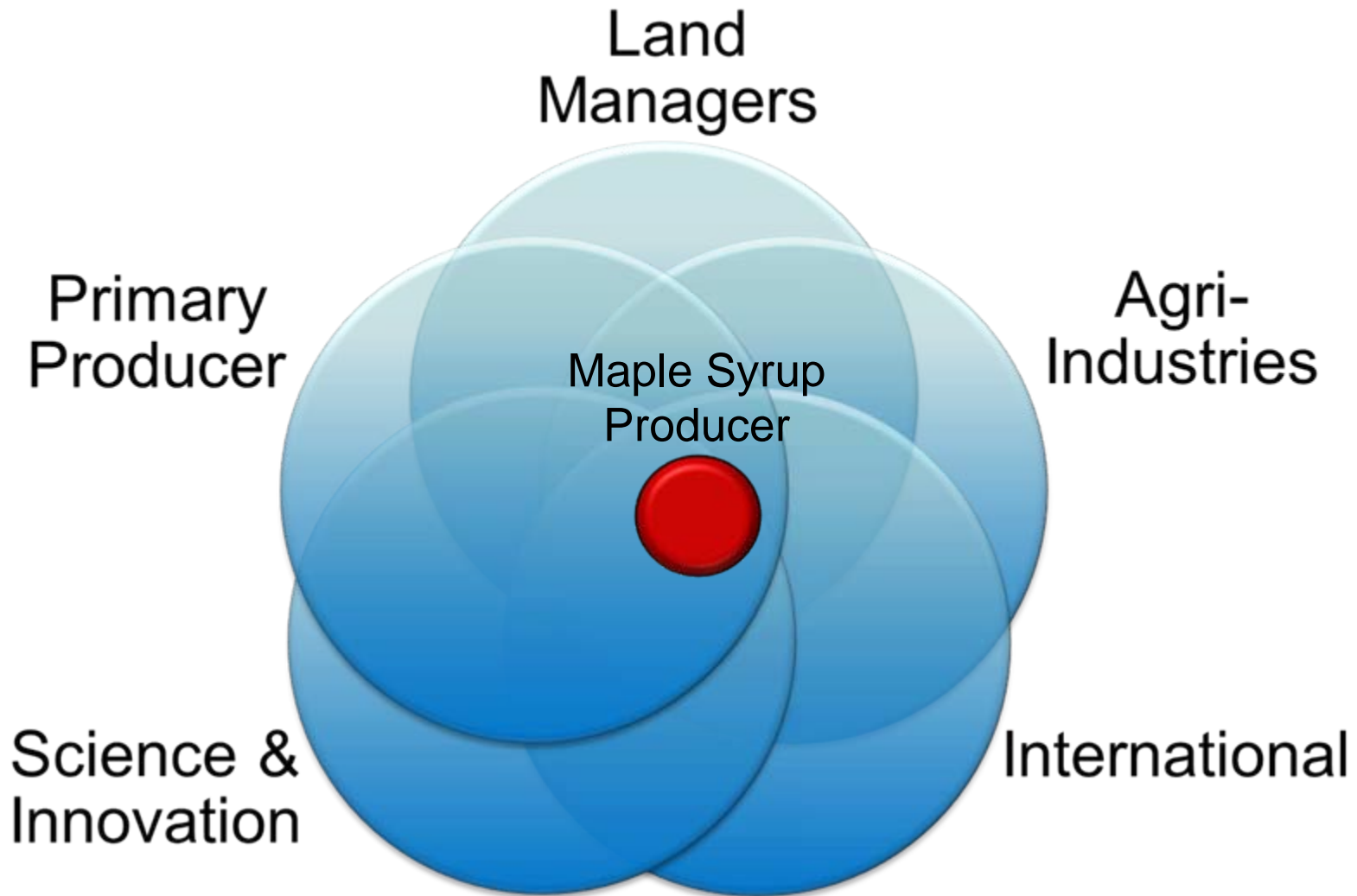
A GTEC Panel Discussion
October 19th, 2011



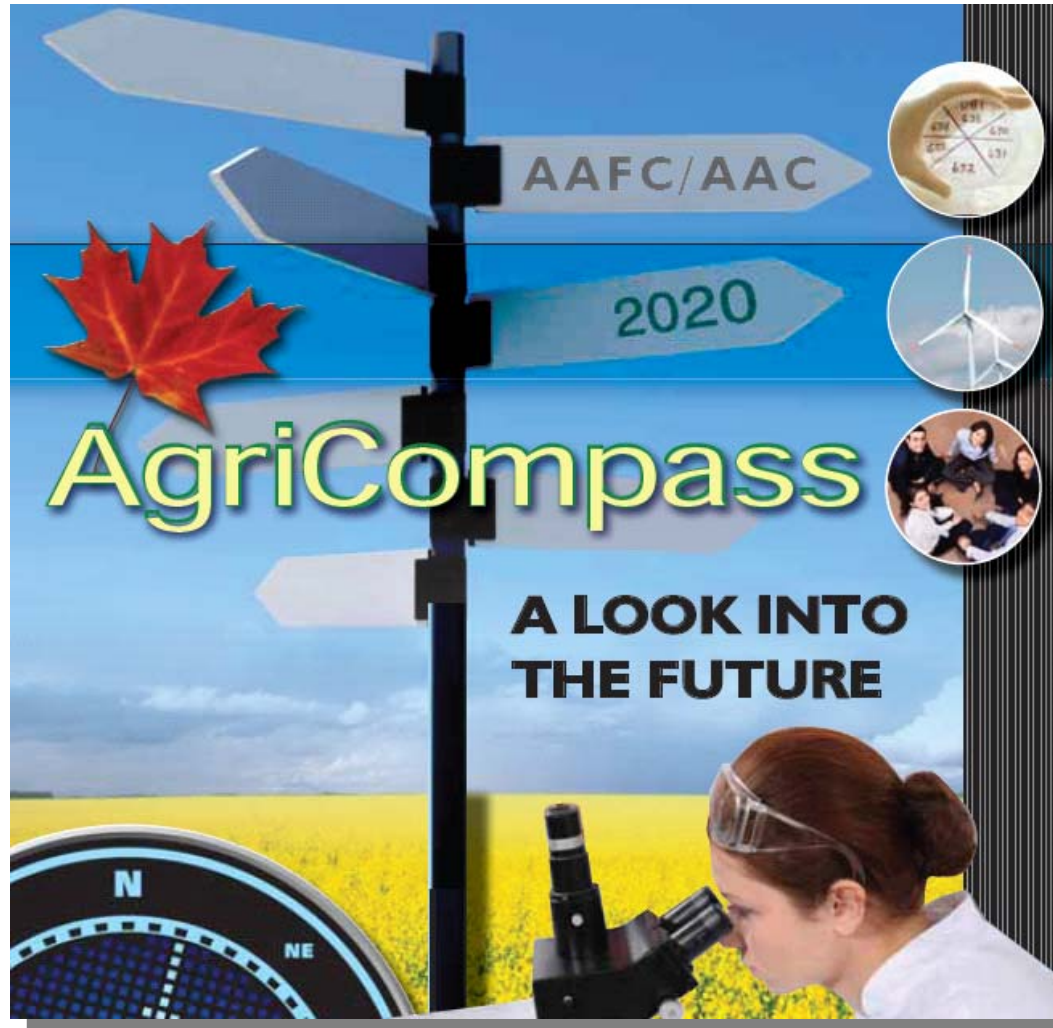
Internal organization - branches



External organization – client lanes

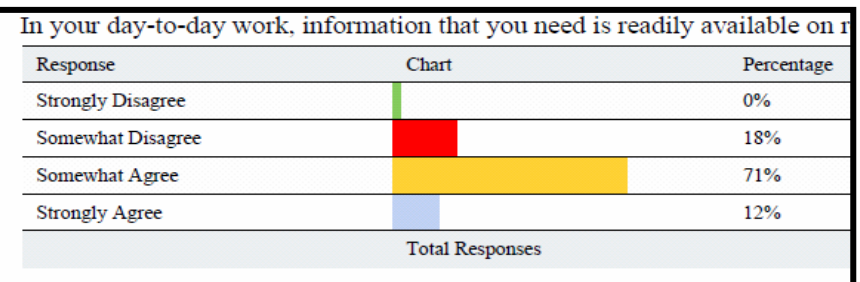
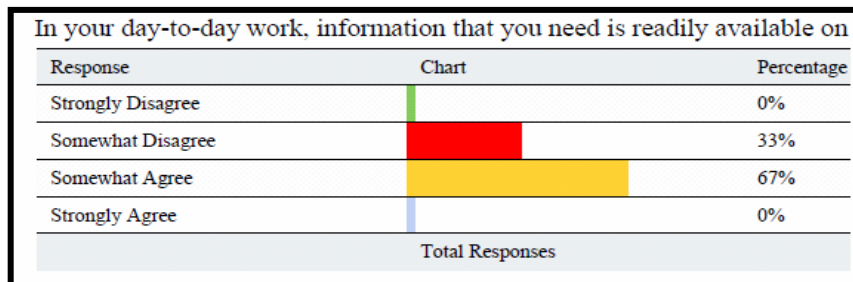


AgriCompass – Looking to the future



Engaging staff to rank KM priorities

#	Staff Survey Questions:	Score
1	Lessons learned are captured and used	34
2	Files, documents and versions fundamentally well managed	40
3	Others rarely ask for the same information again and again	40
4	Easy to find information when a key person goes away	43
5	You are able to consistently avoid “re-inventing the wheel”	45
6	Sufficient organizational knowledge can be easily accessed	45
7	Information, priorities and decisions are transparent	47
8	In your day-to-day work information is readily available	50



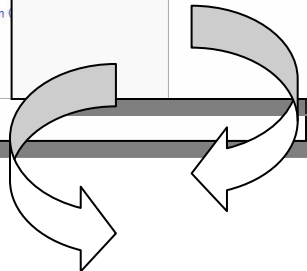
An example of early results

The screenshot shows the GCPedia website interface. At the top, it features the Government of Canada logo and the text 'GCPEDIA PEOPLE • KNOWLEDGE GENS • SAVOIR'. The main heading is 'INNOVATION policy'. Below this, there is a 'Welcome to the Field of Innovation' section. The page content includes a search bar, navigation links, and a sidebar with various tools and resources. The sidebar contains sections for 'search', 'navigation', 'support', 'gc2.0', and 'toolbox'. The main content area has a heading 'INNOVATION Policy and Analysis' and lists sections: 'By Technology or Platform', 'By Fosterable Element', and 'By Concept or Trend'. At the bottom, there are links for 'Reports on Innovation' and 'Official Government of Canada Documents'.

The screenshot shows the AgriWiki website interface. At the top, it features the Agriculture and Agri-Food Canada logo and the text 'AgriWiki agrwiki.agr.gc.ca'. The main heading is 'Innovation'. Below this, there is an 'Innovation Portal' section with a 'Welcome!' message. The page content includes a search bar, navigation links, and a sidebar with various tools and resources. The sidebar contains sections for 'Search', 'Navigation', 'Projects', 'Communities', 'Help', 'Browse', 'New Pages', 'Recent changes', 'Random page', 'Toolbox', and 'AgriSource'. The main content area has a heading 'Innovation in Support of External Sector Innovation' and lists sections: 'Innovation in Support of Internal AAFC Employee Innovation and Knowledge Leadership'. At the bottom, there is a banner for '125 YEARS of AGRICULTURAL RESEARCH ANS de RECHERCHE en AGRICULTURE' with the tagline 'Innovation is in Our Roots • L'innovation fait partie de notre culture'.

GCPedia

AgriWiki



Knowledge, Information & Collaboration Support Strategy (KICSS)



To enhance the capacity to support innovation & good decision-making by **improving knowledge management, transfer, sharing and collaborative processes** across the department and the sector

How?



Conversation & Collaboration,



Community of Practice,



Engagement,

Knowledge Workspace

Environmental scan

Interviews

Test

Facilitate

What: Rationale,
Knowledge + Collaboration Model,
Menu of options & techniques

Sample Menu of Options

Job shadowing - \$

CoP - \$

Learning history - \$

Phased retirement - \$

Doing nothing – \$\$\$\$\$



Why?: Drivers and Business Needs

Drivers

External

Evolving Ag Sector Needs & Expectations

Globalization

Demographic Shifts

Information Explosion

Knowledge Economy

Social Media

Changing Technology

Internal

To Better Serve Canadians

1. Strategic Outcomes

- Innovation
- Leading edge knowledge organization

2. Growing Forward 2

- Innovation Driver
- Adaptability & Sustainability

3. Fiscal Restraint

- Avoid duplication
- Maximize re-use

4. AgriCompass Vision

- Culture of innovation
- Department of Knowledge

5. Service Improvement

- Client centric approach
- Consistent service delivery

6. Corporate Risk Profile

- Knowledge & Information Management
- Demographics and Mobility
- Compliance

7. Key technology components coming to the end of their support lifecycle

Business Needs

- Collaborate by sharing, cooperating and working with one another – independent of location or organization
- Timely access to diverse market intelligence and contextualized information
- Improve communications and knowledge flow – **more of the right conversations, knowledge transfer & exchange**
- Simplified “tools” and procedures
- **Capture, transfer & preserve more knowledge, data and information**

“...create a culture of innovation and intelligent risk taking...”

Wayne Wouters, 18th Annual Report from the Clerk of the Privy Council.

Knowledge Workspace: A functional, stable, and vendor supported suite of desktop tools

Summary of Top Recommendations

Activities recommended by the KM Community of Practice - Criteria: "Good enough, for next to nothing"



- Form a group to organize and promote learning material and events

2. Provide learning opportunities

3. Engage in collaborative projects

- Improve the AAFC user experience
- Collaboratively create common vocabulary
- Contribute to common client data project

4. Support self-service software

- Explore the use of the new collaborative software.

1. Enable communities & conversations

- Find and adopt community & conversation "how to guides"

People

Tech

Info

Process

5. Improve access

- Improve Search
- Improve access to licensed data and information

8. Capture & share valuable content

- Develop and pilot the creation of Learning Histories as a means of building corporate memory.

6. Adopt new management approaches

- Actively pursue knowledge transfer
- Implement job shadowing and knowledge zones
- Provide recognition for sharing

7. Promote & measure

- Communicate the need for and value of managing, sharing and transferring Knowledge, and the many ways this can be done.
- Develop and report on both qualitative and quantitative measures of success

Clients ask “Where do I go?”



Sometimes messy....



From one stop – any direction you choose



Knowledge Transfer...Agriculture style
Transfert des connaissances...à la façon d'Agriculture



Transfer tools

Outils de transfert

1. **After-Action Review**
2. **Communities of Practice**
3. **Exit Interviews**
4. **Guided Experience**
5. **Job Shadowing**
6. **Knowledge Centre**
7. **Learning Events**
8. **Learning History**
9. **Lessons Learned Inventory**
10. **Network Based Solutions**
11. **Phased Retirement and Succession**

1. **Examen rétrospectif**
2. **Communautés de pratique**
3. **Entrevues de fin d'emploi**
4. **Expérience guidée**
5. **Observation au poste de travail**
6. **Centre de connaissances**
7. **Activités d'apprentissage**
8. **Antécédents d'apprentissage**
9. **Inventaire des leçons apprises**
10. **Solutions fondées sur le réseau**
11. **Retraite progressive et relève**

Memory stick program

Programme de la clef USB

AAFC - CFIA



AAC - ACIA

Discussion

Just do it, don't wait! Avoid getting caught in trap of waiting for someone else to take the first step

