



Executive Summary

The Knowledge Management working sessions reviewed the best practices research and straw-model operating guidelines documents created for SFA University. In each session, a member of SFA University's Knowledge Management, Internal Services, Best Practices, and Registration and Logistics team was available to review best practices and define strategy and functionality for implementation.

This document presents a review of the Knowledge Management development process used during the working sessions. Discussions were built around defining Knowledge Management, key process for best practices and discussions on knowledge warehousing. These sessions reinforced the creation of operating guidelines, success factors, and functional requirements that are linked to the SFA Modernization effort.

The working session document includes the actual working session discussion materials, agenda, and surveys. A summary of survey results is also presented in this document to help ensure the active participation and satisfaction with session content. This helped to recreate the purpose of the sessions, the discussion topics, and results as were defined during each session.

The Working Sessions and Summary Documentation is separated into two distinct areas, a summary of all of the conducted working sessions, and appendices comprised of the agenda, session subject material and survey results. The working session topics covered review of the Research and Summary Document, discussion of the Straw Model Operating Guidelines Document, defining SFA University success factors, and defining desired tool fields, organization needs, and functional needs for an SFA University Knowledge Management system.

The Straw Model Operating Guidelines document identified the Knowledge Management processes that are based on best-in-business practices. It also included best in business processes, roles and responsibilities, and high level operating guidelines. Working Session 1 served to discuss the principles and process that was derived from the straw model document. (The agenda and meeting materials can be found in Appendix B.) The main focus of the session turned to a decision to discuss use of the Teaming and/or Cross Functional model on which to build SFA University's knowledge management practice.

The discussion of modeling SFA University's knowledge management toward the teaming and/or Cross Functional model was discussed in further detail during working session 2. (The agenda and materials provided for this working session are seen in Appendix C.) The main objective of working session 2 was to define whether the Teaming model or the Cross Functional model would be added to the Teaming model for SFA University knowledge management. The sessions' results were to have the Teaming model stand alone as the model for SFA University knowledge management. By using the Teaming model, SFA University will use a strategy that

- Creates a network structure facilitating team work
 - Has a flexible supervision system
 - Has specific training facilitating new skills and team work
 - Permits access to external knowledge
 - Uses strong communication tools and practices
-



The third working session focused on defining success factors for SFA University knowledge management. Now that the model and strategy had been defined, the objectives that the SFA University team created for knowledge management months prior could be used to define success factors. (The session agenda and material can be found in Appendix D.) Success Factors are ways in which SFA University will know that the knowledge management practice and system is effective at accomplishing the defined objectives.

Working Session 4 focused on defining the processes and functions for each of the tools desired for SFA University's knowledge management system. The following organization requirements were set.

- Create and maintain a website for SFA University's Library of Training and Technical Resource Information
- Maintain the SFA University Intranet Registration site for SFA employees
- Maintain data collection and reports generation

From these organizational requirements, critical elements were defined and functional requirements were given to each. Appendix E contains the agenda and sessions materials that were used during working session. The functional requirements are best separated into the needs and desires of the system. Below is a list of the needs followed by a list of the desires.

Needed functionality:

- Website of vendor training sites (vendor course catalog)
- Store and maintain central repository of SFA technical resource materials
- Course catalog for SFA University specific training
- Registration confirmation capability
- Compliance with Section 508 Disability Accessibility
- Maintain course feedback for facilitators, logistics, coordinators, managers, and observers

Desired functionality:

- A usage tracking device for the vendor course catalog
- Additional web design functions (a training news information section, electronic training request survey, customer evaluations, available to use the Help Line, creation of an administrative console for content upgrades)
- A registration specific search engine
- An electronic sign-in for course participants
- Creation of an annual report of all compiled reports
- Creation of a report of all national training workshops

The summaries provide the outcome of the working sessions for SFA University's knowledge Management. Each session's topic structured the discussion around phases that support the SFA modernization effort. At the end of the sessions, surveys were presented to help facilitate the structure of future meetings. The surveys existed to record satisfaction with the working sessions and to solicit feedback for additions or changes that should be made for future working sessions. Included in appendix F is a copy of the survey given and graphs of the survey results. The survey results indicate a rating of satisfaction with the working sessions.
