



## **Knowledge Management**

SFA HR Automation

There are no "As-Is" Knowledge Management process flows because this function is not utilized today by SFA. Many "pockets" of knowledge exist across SFA, due to the high number of employees who have extensive longevity at SFA or the Department of Education. However, SFA has not identified their knowledge assets or explored the way in which to manage and make use of these assets to get maximum return. Since success often depends on the quality of knowledge which organizations apply to their key business processes, it is important for SFA to develop a strategy to harness and leverage its knowledge assets.