



Effective Knowledge Management Practices for Efficient Service Delivery

08th – 12th July 2019

Premier Hotel, O R Tambo, Kempton Park, Johannesburg

Credits: 5

NQF Level: 5

Aligned to Unit Standard 252044, NQF Level 5, with 6 Credits

Course Outcomes

- Understanding the Fundamental Concepts of Creating, Acquiring, Representing, Disseminating, Use and Re-Use and Management of Organizational Knowledge
- Highlighting Typical Challenges that Knowledge Management Aim to Overcome
- Discussing Techniques, Core Concepts, Methods and Tools for Computer Support of KM
- Analysing a Unit According to the Entity's Knowledge Management Policies and Procedures
- Building Communities of Practice to Contribute to Knowledge Sharing and Capturing
- Exploiting Systems to Support Modern Knowledge Workers to Improve Efficiencies
- Managing Individual, Group and Organizational Knowledge Assets
- Developing and Benchmarking a KM Implementation Plan for A Unit
- Developing Knowledge Management Measures

Who Should Attend?

- Information Specialists and Officers
- Knowledge Managers
- Record Managers
- Archivers and Archive Managers
- Personal and Principle Librarians
- Cataloguing Managers
- Document Controllers
- Information Managers
- ICT infrastructure managers
- Researchers
- Provincial Archives

About your Presenter:

B. Bibl. (Bachelor in Library and Information Sciences), M. Tech (Business Information Systems), MBA Technology Management

This Facilitator is a highly experienced Records Management and Information Systems specialist. His core areas of expertise are Systems Integration and Optimization, Library Digitization, Document Management, Records Management, ICT Strategy Development, Intelligence Gathering, Primary and Secondary Research amongst others. He started his career at the SABC as a Senior Archivist. Within his 20 years working experience Mphela has worked at Statistics SA, Technology Innovation Agency and MutliChoice where he was the Knowledge Management Manager. Mr Raphesu also contributes to development in the digital arena with his research paper on: Analysis of the impact of systems integration on operational efficiency: The Case of a Merger and Acquisition His published works includes: **"Vulnerabilities of Indigenous Knowledge Systems initiatives in South Africa"**



Intelligent Africa Marketing and Training
Tel: 0027 12 997 7676 • Fax: 0027 12 997 7034
info@intelligentafrica.com • www.intelligentafrica.com