

### Introduction

Knowlead was contracted to develop a Knowledge Management (KM) strategy to provide the framework for the Limpopo Provincial Government (LPG) to institute effective KM practices. The KM strategy addressed the key issues outlined in the LPG's strategic documents. The KM implementation plan identified the major steps and processes needed to give effect to the strategy and fully imbed KM best practise within the LPG.

### Project Deliverables

KM Strategy & Implementation Plan that provided the framework to institute effective KM practices & included

- Benefits of KM for the LPG
- Framework for effective KM implementation & institutionalisation
- Monitoring & evaluation procedures
- KM champions capacity development
- Supporting KM strategy implementation in three pilot departments

### Rationale for the Project

In 2011 the Limpopo Provincial Government (LPG) was under severe pressure because of poor service delivery, low productivity, & problems with governance & finances. The Public Service Reform Programme identified the following specific areas of concern

- Lack of strategic leadership capacity in the Office of the Premier (OtP)
- Need for improved monitoring & evaluation of institutional capacity, efficiency & service delivery effectiveness
- Need for improved communication to the public on governmental programmes
- Need for improved international & intra/inter- governmental relations

Central government consequently decided to intervene and took over certain management functions of the LPG – while this provided management support & improved efficiency, it also created a number of problems:

- multiple centres of power
- lowered staff morale which impacted on service delivery

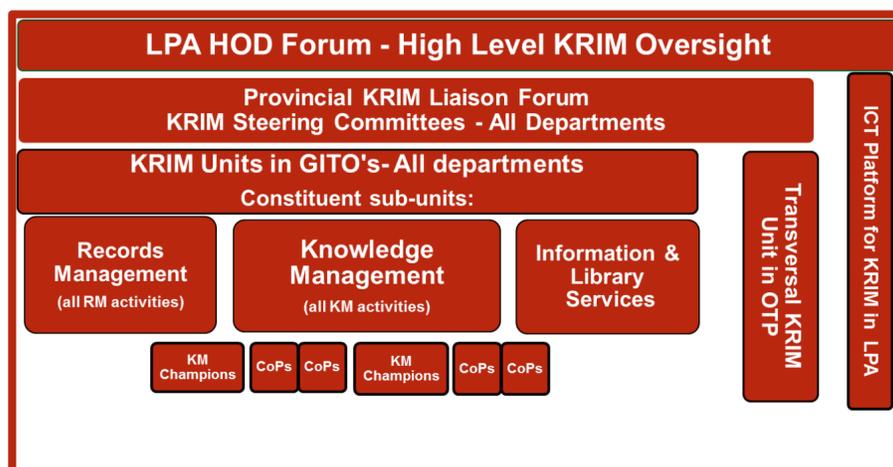
**It was therefore suggested that KM should be implemented to alleviate these problems**

### Project Objectives

Assist the LPG to improve governance, service delivery, effectiveness & performance by instituting effective KM practices to

- tap into expertise, 'know how' & best practices
- leverage all knowledge & information resources
- improve knowledge & information repositories
- provide effective access to strategic information
- encourage effective use of knowledge & information
- promote knowledge sharing & collaboration
- Prevent loss of knowledge when employees leave
- inculcate a knowledge & organisational learning culture

### New Knowledge, Record & Information Management (KRIM) Organisational Structure Adopted



### Phased KM Strategy Implementation

