



Knowledge Management Policy

19th July, 2019

QUALITY ASSURANCE DEPARTMENT

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1. Introduction

Knowledge Management is a field of increasing popularity within both the academic arena and the business community.

The field of knowledge management, although relatively new is having an impact on business processes. This field emphasizes the need to understand how knowledge is being used, in order to be better placed to utilise knowledge for competitive advantage.

Knowledge Management is not just IT storage, retrieving and sharing of information. And, IBSUniversity wants to tap into its intellectual capital or knowledge capital that is its intangible asset that represents valuable ideas, methods, processes and other intuitive talents to be better placed to utilise knowledge for competitive advantage.

2. Purpose

To disseminate and share knowledge, and to foster continuous learning, support operational efficiency through the proper use of intellectual assets; protect the integrity and confidentiality of the information; and to apply a systematic approach to the capturing, structuring, managing and disseminating of knowledge throughout the University.

3. Objectives

1. Create and manage a Centralized Knowledge Management repository;
2. Promote authorize transfer of knowledge;
3. Utilize the information from Knowledge Management repository for the enhancement of services; and
4. Protect the integrity and confidentiality of information from Knowledge Management Repository;

4. Scope


This policy covers both the Explicit Knowledge and Tacit Knowledge of IBSUniversity.

5. Definitions

“Explicit Knowledge” refers to document management, intelligence gathering, data mining, text mining.

“Knowledge Manager” – designated staff to handle the Knowledge Management Repository.

“Knowledge Management” - task of University to plan, organise, command, coordinate and control the knowledge or its intellectual capital in an efficient manner

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“Knowledge Management Repository” (will be referred to as repository from now on) – storage of information, maintained by ICT department and Knowledge Manager.

“Tacit Knowledge” includes tools/practices such as knowledge surveys, questionnaires, individual interviews etc. iDNA, personality test results, talent identification.

6. Roles and Responsibilities

Knowledge Manager is responsible for the planning, organizing, commanding, coordinating, controlling and sharing the knowledge or intellectual capital of IBSUniversity.


All Employees of IBSUniversity are responsible for saving onto the repository the required information as per this policy. They are also responsible for ensuring that the information shared is solely used for the intended purpose.

ICT Manager or delegate is responsible for ensuring that the soft-copy repository is maintained with confidentiality at all times

Chairman or Vice Chancellor is responsible for the approval of access to files marked ‘confidential’

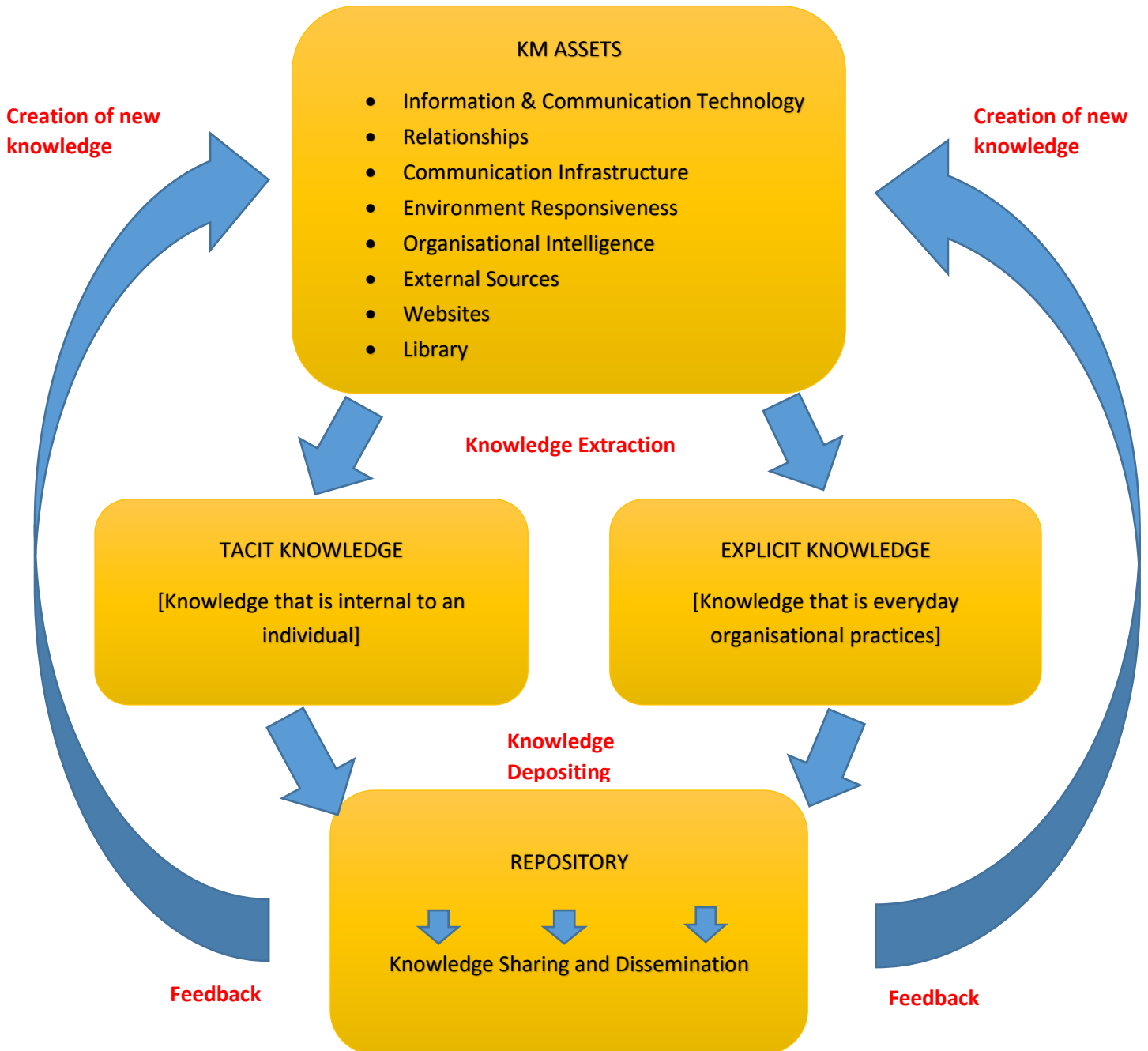
7. Procedure

1. ICT Department shall create the repository through share drive, or any appropriate storage drive;
2. The access for the repository will be given to the Knowledge Manager and Senior Manager of the University;
3. Knowledge Manager shall be tasked to manage the repository;
4. ICT Department will be supporting the Knowledge Manager in managing the repository;
5. The files shall be classified as: Confidential, Open Access and Shared. The definition of the classification shall be done by senior management and the board;
 - 5.1 Accessed to confidential files shall be approved by the Chairman of IBS Group, IBSU Chancellor, or IBSU Vice Chancellor.
 - 5.2 Open Access files can be viewed by anyone but can only be edited by the one who created;
 - 5.3 Shared files are files used for collaboration, and as such, can be edited;
6. The confidentiality of the information is paramount, as such, all staffs and managers shall only use the information for the University purpose;


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7. Monthly evaluation of the repository will be conducted by the Quality Assurance Department.

Knowledge Management Model (Flow Chart)



[Feedback on the effects of the knowledge shared now gives the opportunity to manage knowledge at the KM Assets level to prepare it for the repository.]

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