KNOWLEDGE MANAGEMENT PROCEDURES

an internal organization's document

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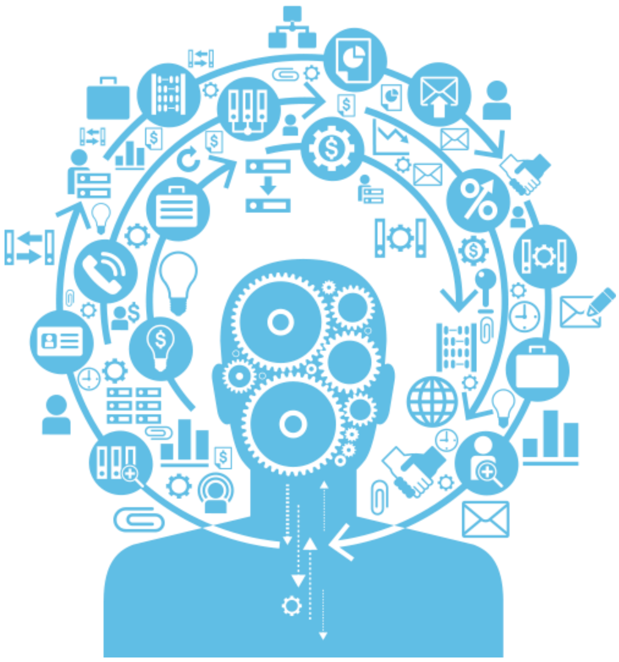
1.2



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CONTENTS

1. Introduction

These knowledge management procedures will build an organization's knowledge history, as a prerequisite for further advancement and organisation's development. Only with structured information and knowledge management organisation can maintain work quality, even when the organisation is changing people and renewing its statutory bodies.

1.1. Why knowledge management

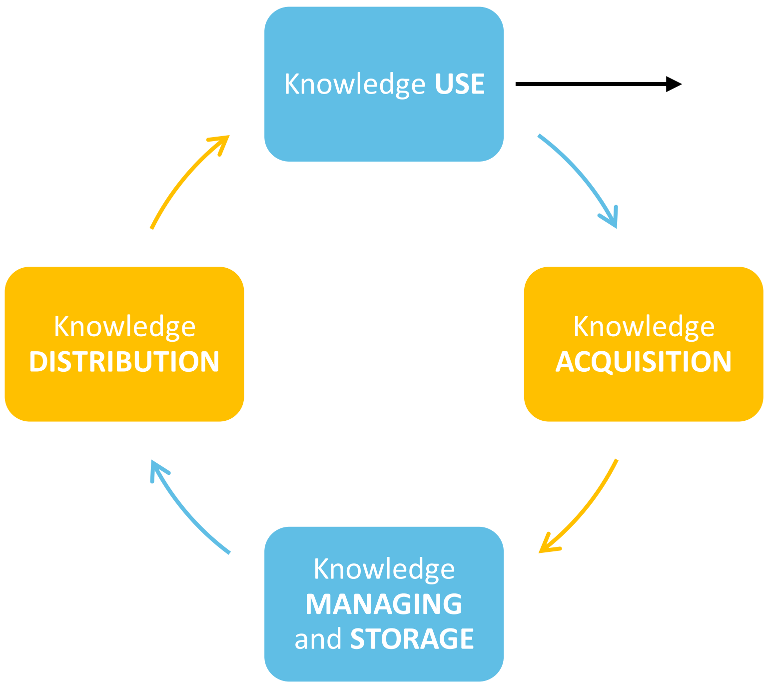
The goal of knowledge management is to improve organizational efficiency and saving knowledge in an easily accessible form. Knowledge management aims to put the right information in front of someone at the right time. Then, well managed knowledge is used for fast decision making, starting firstly with analysing stored and collected information. Weak, or inadequate knowledge sharing can negatively affect the organization's efficiency and productivity. Well managed knowledge directly contributes to:

- Enhancing the **EFFECTIVENESS and EFFICIENCY** of an organization - learning from what you did is a quick way to increase efficiency. Less time and effort will be applied to complete a task by learning from the experience. Making fewer mistakes during the achievement of specific project's and organization's objectives.
- Ensure **CLEAR UNDERSTANDING** - passing of clear and same information among the staff, that will know accurately their tasks and responsibilities. Its lead to fostering innovation by cultivating a continuous flow of exact knowledge.
- Encouraging **COLLABORATION** - collaboration and more effective exchange of ideas, leading to improved decision-making.
- Knowledge information **AVAILABILITY** - practicing knowledge management in an organization means developing an environment where knowledge flows freely between the members and staff. Any information should be available accurately whenever, wherever, and to whoever required.
- Enhancing **EXISTING EXPERTISE** - knowledge management process enables the organization to effectively recognise and take advantage of its network members' existing skills and expertise.
- **INNOVATIONS** - knowledge management promotes an innovative culture within the organizational environment.

1.2. About knowledge management processes and procedures

The key to the successful application of the well define KM plan is continuous and interconnected application of the four KM processes:

- Knowledge **ACQUISITION** – systematically collecting and pulling information from various sources. It is the intra-organizational process that facilitates the creation of tacit and explicit knowledge, starting from individuals and incorporating the organizational level. This process also includes the identification and absorption of information and external knowledge source. Successful knowledge acquisition relies on the availability and accessibility of correct data. If data is inaccurate, then the knowledge that results from it would also be incorrect, which could eventually result in inaccurate decision making.
- Knowledge **MANAGING** and **STORAGE** - the process includes cataloguing and indexing content in a knowledge management system and placing links within this content to provide further related information for users. Knowledge storage is a means to organize data and to to keep it safe within an organization. The organized knowledge contained within the repository saves existing and new knowledge acquired, and allows for knowledge to be categorized and organized. The successful knowledge management is possible only with systematic organization and categorization of a knowledge information repository.
- Knowledge **DISTRIBUTION** – refers to the process by which new information from different sources are shared and eventually can drive the creation of new knowledge. This allows organisation's members and staff to access within organization information at various levels and admissions. Successful knowledge distribution is crucial for consideration of lessons learned and application of best practices.
- Knowledge **USE** - it is associated with the ability of individuals of the organization to locate, access, and use information and knowledge stored in the knowledge information repository. Knowledge utilization examples often happen during task performance and decision making processes. Knowledge use is a crucial knowledge management system component that streamlines value creation, and further back to knowledge acquisition.



From this point forward this document represents **knowledge management procedures**. These procedures are setting:

- rules on how knowledge information are systematized,
- rules, instructions and directives on how knowledge management phases will be executed in practice and
- which tools will be used during these four phases.

2. Knowledge Systematization

Collective knowledge of the organization is systematized in the **data sets** that are grouped in the logically organized **knowledge categories**. Keeping knowledge data structurally organised, by categorizing and classifying as it is presented below, are making them more usable, and processes of acquisition, storing and distribution operationally planned and performed.

STATUTORY

- **Organization's acts**
- **Procedures**
- **Decisions**
- **Strategic documents**
- **Guidelines**
- **Organization's network members' statutory documents**
    - (add *level 2* folders as necessary for each network member)

PROJECTS

- **Implementation (ONGOING)** (NOTE: <u>TEMPLATE 1:</u>"**table of ongoing projects**" with key data)
    - Templates (various types of templates needed for project implementation)
    - "Project A" (note: title as "short.name_/year start/")
        - Project application
        - Contracts
            - Contracting authority
            - Other level contract (partners, experts, vendors)
        - Planning documents (Gantt chart, updates, updated project plan, risk log)
        - Deliverables (reports, documents, AV production, graphics)
        - Events (agendas, reports, meeting minutes, photos, AV) – (<u>TEMPLATE 3.</u> "**meeting minutes**")
    - Project …. /***for each project open new folder with data sets sublevels***/
- **Implemented (CLOSED)** (NOTE: <u>TEMPLATE 2.</u> "**table of closed projects**" with key data)
    - "Project X" (note: title as "short.name_/year start/")
        - Project application
        - Contracts

            - Contracting authority
            - Other level contract (partners, experts, vendors)
        - Planning documents (Gantt chart, updates, updated project plan)
        - Deliverables (documents, AV production, graphics)
        - Events (agendas, reports, meeting minutes, photos, AV)
        - Final report
    - Project …. /***for each closed project open new folder with data sets sublevels***/
- **Preparation / bidding**
    - Under evaluation
        - Project A (project application, call for proposals guideline)
        - ……… /***for each project open new folder***/
    - Not awarded
        - Project A (project application, evaluation letter (application assessment feedback) and lessons learned)
        - ……. /***for each project open new folder***/
- **Working practice insights**
    - Lessons learned cases - (NOTE: TEMPLATE 6 "**List of the Lessons learned cases**")
    - Lessons learned - (use <u>TEMPLATE 4 "</u>**Lessons learned**" for each case) / if applicable make a link reference to the project/s
    - Good practise cases- (NOTE: TEMPLATE 7 "**List of the Good practise cases**")
    - Good practise used (use <u>TEMPLATE 5 "</u>**Good practise**" for each case) / if applicable make a link reference to the project/s
    - Technology used (for any specific technology used add separate folder (level 3))

PEOPLE

- **Staff /**for each person open new folder**/**
    - CV
    - Handover notes (use <u>TEMPLATE</u> 8 "**Handover Note**")
    - Internal education
    - Meeting minutes (crated by each staff on any occasion) (<u>TEMPLATE 3.</u> "**meeting minutes**")
- **Experts / trainers** (use the list of contacts and key data with fields of expertise and **insights** about work with them)
    - CVs (place CV doc. and link it with the name in the list of contacts)
- **Partners** (use the list of contacts and key data and **insights** about cooperation with them))
- **Beneficiaries** (use list of contacts and key data about their participation)

ASSOCIATES (legal entities)

- **Partner Organisations** (use the list of contacts and key information and insights)
    - Collected documents about partners (promo, statutory, references…) **/**for each partner open new folder**/**
- **Contractors** (contracting authorities) (use the list of contacts and key information and insights)
- **Beneficiaries** *institutions, organisations, companies (use list of contacts and key information and insights)

VENDORS

(Use the list of contacts and key information about: goods and services provision, prices, quality, and insights on previous cooperation)

NOTE: see Appendix I: **Knowledge Systematization - DATA SETS STRUCTURE**

3. Tools end templates in knowledge management

Using **IT tools** for efficient KM is mandatory, and application of this tool is called: knowledge management system. Appropriate IT tool makes it possible to eliminate the key problems faced by staff in accessing the knowledge base of an organization: issues with documents' location, issues with structured creation of gained knowledge, struggling with documents sharing, etc. Well-structured and used knowledge management IT tool can address this issue - creating, processing, and sharing knowledge, can be considered as a knowledge management system.

Connect International knowledge management system will be based on Google Drive, which is a cloud storage and file sharing platform that allows both organizations and individuals to more easily store, organize, and share information. Dedicated **Google account**, under which Google Drive operate, will be used for this purpose, with its key functionalities (integration with Google Suite):

- **Drive** – will serve as KM repository of documents and all structured data
- **Contact** – for acquisition, storage and labelling information listed under the knowledge category: People, Associates and Vendor.
- **Sheets** – for hosting data planned to be collected and stored in form of Excel files (table and list of templates 1 and 2 (projects) and 6 and 7 (lessons learned and good practice cases.).
- **Credentials management** – for managing access at all KM processes

3.1. Templates

In order to systematise and unify knowledge date it is obligatory to use provided templates for acquisition and storage, as indicated under the chapters 2, 4 and 5.

No.	TEMPLATE	Knowledge category	KM repository Data set label
1	**Table of ongoing projects**	PROJECTS	*Implementation (ONGOING)*
2	**Table of closed projects**	PROJECTS	*Implemented (CLOSED)*
3	**Meeting minutes template**	PROJECTS	*Implementation (ONGOING) / "Project A" / Events*
3	**Meeting minutes template**	PEOPLE	*Staff / Meeting minutes*
4	**Lessons learned guideline and template**	PROJECTS	*Working practice insights / Lessons learned*

5	**Good practise guideline and template**	PROJECTS	*Working practice insights / Good practise used*
6	**List of the Lessons learned cases**	PROJECTS	*Working practice insights / Lessons learned cases list*
7	**List of the Good practise cases**	PROJECTS	*Working practice insights / Good practise cases list*
8	**Project Handover Note template**	PEOPLE	*Staff / Handover notes*

4. Knowledge acquisition

Instructions for knowledge acquisition:

Knowledge category	WHEN	WHO	HOW
Statutory	Initially – after the KM procedures come into force	Connect secretariat	- Upload the appropriate document in the related folder in KM repository.
	Regularly	Connect secretariat	- Once new document is created, and/or obtained please it in belonging folder in KM repository. - Once the old document is modified, please in belonging folder, only new version.
Projects	Initially – after the KM procedures come into force	Connect secretariat – for templates	- Upload currently in use all templates for project implementation.
		Project managers - for Ongoing projects	- Populate key date for each project in the "Table of ongoing projects" - Upload all available project's documents for each project in related folder in KM repository.
		Connect secretariat – for closed projects	- Populate key date for each project in the "Table of closed projects" - Upload all available project's documents for each project in related folder in KM repository.
		Connect secretariat – for project under preparation	- For each project that is under evaluation - upload project application, call for proposals guideline. - For each not awarded project - upload project application, and evaluation letter (application assessment feedback)
	Within 6 months after the KM procedures come into force	Connect secretariat, project managers, professionals engaged on projects	- Draft and upload at least one Lesson learned case (in KM repository) for each project implemented / under the implementation. Use Template 4, and thereafter populate the List (template 6) - Draft and upload at least one good practice case (in KM repository) for each project implemented / under the implementation.

			Use Template 5, and thereafter populate the List (template 7) - If any specific technology is used in practice, draft brief introduction and guideline and post it in related folder in KM repository.
	Regularly	Connect secretariat – for templates	- Regularly update new, or upgraded templates used in project implementation.
	Regularly	Project managers - for Ongoing projects	- Regularly update new, or updated Planning documents in related folders in KM repository. - Upload each new project's deliverable in the project's related folder (Deliverables) in KM repository.
	After each project related meeting	Project managers - for Ongoing projects	- From each project's meeting take meeting minutes (using template 3) and upload to folder Events in KM repository
	Regularly	Project managers - for closed projects	- After project ends, move all data from that project's folder in Ongoing projects to the Closed projects (data level 2) and add Final report.
	Regularly	Connect secretariat	- Share with project managers templates (4 and 5) for notification of Lesson learned and Good practice case.
	Regularly	Project managers / other staff engaged	- Optionally, when the opportunity arises, notify notification of Lesson learned and Good practice case from the projects (ongoing or closed) by using proper templates, and upload at Lesson learned / Good practice case folders in KM repository. - Accordingly, populate related Lists (template 6 for LL, and 7 for Good practice)
People	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Staff</u>: upload any available data (CV, information about internal education courses)
	Regularly	Connect secretariat	- Do the same process as it was done initially, when new member of <u>staff</u> enters organisation's team.
	Regularly	Staff member	- Taking <u>Meeting minutes</u> after each meeting held and attended my staff member, by using Template 3. Upload populated MM template in related folder in KM repository.
	Regularly	Staff member / Project manager	- Drafting Handover note by using Template 8 and its upload in related folder in KM repository in case of: ○ short or long time leave of the staff ○ transferring duties from one staff member to another ○ when staff leaves organisation

	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Experts / trainers</u>: populate with already available data, in the Contact list key data about each expert, notifying its fields of expertise and insights about work with them. ○ Label each contact entered with “*PoT/E*” label in “Contacts” - Upload for each expert its CV in CV folder in KM repository (EuroPass / EuropeAid format)
	Regularly	Connect secretariat	- Do the same process for adding new expert / trainer, as it was done initially.
	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Partners</u>: populate with already available data, in the Contact list key data about each person from partners’ organizations, with adding insights about cooperation with them. ○ Label each contact entered with “*Partner*” label in “Contacts”
	Regularly	Connect secretariat	- Do the same process for adding new person from partner’s organisation, as it was done initially.
	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Beneficiaries</u>: populate with already available data, in the Contact list key data about each person from beneficiary organizations, with adding insights about their participation. ○ Label each contact entered with “*Beneficiaries*” label in “Contacts”
	Regularly	Connect secretariat	- Do the same process for adding new person from beneficiary organisation, as it was done initially.
Associates (legal entities)	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Partner Organizations</u>: populate with already available data, in the Contact list key data about partners organizations, with adding insights about cooperation with them. ○ Label each contact entered with “*Partner organisation*” label in “Contacts”
	Regularly	Connect secretariat / Staff	- Do the same process for adding new partner organisation, as it was done initially.
	Regularly	Connect secretariat / Staff	- In case of collecting documents about partner org., upload those documents in sperate folder for each partner org. in folder (level 2) *“Collected documents about partners”* in KM repository.
	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Contractors (contracting authorities)</u>: populate with already available data, in the Contact list with key data about each contactor, by adding contact persons and

			insights about cooperation with them – referring to the concreate project. ○ Label each contact entered with "*Contractors*" label in "Contacts"
	Regularly	Connect secretariat / Staff	- Do the same process for adding new Contractors, as it was done initially. - Regularly update information about same Contractor if new contact person arise.
	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Beneficiaries (institutions, organisations, companies)</u>: populate with already available data, in the Contact list with key data about each Beneficiary, by adding contact persons and insights about cooperation with them – referring to the concreate project. ○ Label each contact entered with "*Beneficiaries*" label in "Contacts"
	Regularly	Connect secretariat / Staff	- Do the same process for adding new Beneficiary, as it was done initially.
Vendors	Initially – after the KM procedures come into force	Connect secretariat	- For <u>Vendors</u>: populate with already available data, in the Contact list key contact data about each vendor, and add: goods and services provision, prices, quality, and insights on previous cooperation ○ Label each contact entered with "*Vendors*" label in "Contacts"
	Regularly	Connect secretariat / Staff	- Do the same process for adding new vendor, as it was done initially.

5. Knowledge managing and storage

Connect secretariat is in charge for setting up knowledge storage repository, its structuring in accordance with the set Knowledge Systematization (KS) and managing (including monitoring and controlling) all information flow.

Knowledge category	WHERE	HOW	WHO
Statutory	Folders in KM repository on GoogleDrive – following Knowledge Systematization (KS) structure (level 1 and level 2)	Initially, to create for each data set separate folder following data sets' levels of KS structure. Initially, and then regularly In each folder upload documents following procedures set in *4.Knowledge acquisition* chapter.	Connect secretariat (KM repository administrator)
Projects	Folders in KM repository on GoogleDrive:	Initially, create for each data set separate folder following data sets' levels of KS structure.	Connect secretariat

	- main FOLDER: Implementation (ONGOING) (level 1) ◦ following Knowledge Systematization (KS) structure (level 2 to level 4) - main FOLDER: Implemented (CLOSED) (level 1) ◦ following KS structure (level 2 to level 4) - main FOLDER: Preparation / bidding (level 1) ◦ following KS structure (level 2 and level 3)	- For each project open new folder with data sets sublevels. Initially, and then regularly In each folder upload documents following procedures set in *4.Knowledge acquisition* chapter.	(KM repository administrator Project Managers
	MS Excel doc. "*Table of ongoing projects*" at: - main FOLDER in KM repository on GoogleDrive: Implementation (ONGOING) (level 1)	Populate with key information about each ongoing project. Regularly, continue updating data in the "*Table of ongoing projects*"	Connect secretariat (KM repository administrator) Project Managers
	MS Excel doc. "*Table of closed projects*" at: - main FOLDER in KM repository on GoogleDrive: Implemented (CLOSED) (level 1)	Populate with key information about each closed project. Regularly, after each project closure continue update data in the "*Table of closed projects*"	Connect secretariat (KM repository administrator) Project Managers
	Folders in KM repository on GoogleDrive: - main FOLDER: Working practice insights (level 1) ◦ following KS structure (level 2)	Initially, create for each data set separate folder following data sets' level 2 of KS structure. Upload documents following procedures set in *4.Knowledge acquisition* chapter.	Connect secretariat Project Managers
People	For STAFF: In KM repository on GoogleDrive - Level 2 folders: CV; Handover notes; Internal education and Meeting minutes	Upload documents following procedures set in *4.Knowledge acquisition* chapter.	Connect secretariat
	For EXPERTS / TRAINERS contracts - Contacts Google Suite NOTE: *use main contact fields and "custom field" and "notes" for other data, provided in the in Contacts form.*	Initially, create contacts "label" EXPERTS / TRAINERS in Contacts Google Suite. Then, populate with the currently existing data: contacts data, key data with fields of expertise and insights about work with them. Regularly update these Contacts with new persons and always mark with the "label" EXPERTS / TRAINERS	Connect secretariat

	For EXPERTS / TRAINERS CVs - in KM repository on GoogleDrive	Initially, create folder "CVs" (data sets level 2). For each expert / trainer entered in the Contacts, prepare CV and upload it in designated folder. NOTE: name the file of each CV as: "CV_|name&surname|_ |expert/trainer| Regularly upload new CVs when new expert / trainer is entered.	Connect secretariat Project Managers
	For PARTNERS contracts - Contacts Google Suite NOTE: *use main contact fields and "custom field" and "notes" for other data, provided in the in Contacts form.*	Initially, create contacts <u>"label"</u> PARTNERS in Contacts Google Suite. Then, populate with the currently existing data: contacts data, data about org/institutions that partner's person is coming from and insights about work with them. Regularly update these Contacts with new persons and always mark with the "label" PARTNERS.	Connect secretariat Project Managers
	For BENEFICIARIES contracts - Contacts Google Suite NOTE: *use main contact fields and "custom field" and "notes" for other data, provided in the in Contacts form.*	Initially, create contacts <u>"label"</u> BENEFICIARIES in Contacts Google Suite. Then, populate with the currently existing data: contacts data, other data about that person (org/institutions, project, etc) and insights about work with them. Regularly update these Contacts with new persons and always mark with the "label" BENEFICIARIES.	Connect secretariat Project Managers
Associates (legal entities)	For PERTNER ORGANISATIONS contracts - Contacts Google Suite NOTE: *use main contact fields and "custom field" and "notes" for other data, provided in the in Contacts form.*	Initially, create contacts <u>"label"</u> PERTNER ORGANISATIONS in Contacts Google Suite. Then, populate with the currently existing data: contacts data, contact persons, web links, and insights about work with them. Regularly update these Contacts with new organisation. Notify if there are <u>meeting minutes recorded</u> with each partner and link it with the related meeting minutes document/s in STAFF KM repository on GoogleDrive.	Connect secretariat Project Managers
	For Collected documents about partners - in KM repository on GoogleDrive	Initially, create folder "about partners" (data sets level 2). For each partner org. entered in the Contacts, open new folder and upload any collected document (promotional material, statutory, references).	Connect secretariat Project Managers

		Regularly upload new documents collected about new, or old partner's org.	
	For CONTRACTORS contracts - Contacts Google Suite NOTE: *use main contact fields and "custom field" and "notes" for other data, provided in the in Contacts form.*	Initially, create contacts "label" CONTRACTORS in Contacts Google Suite. Then, populate with the currently existing data: contacts data, contact persons, web links, and insights about work with them. Regularly update these Contacts with new contracting authorities.	Connect secretariat
	For BENEFICIARY ORGANISATIONS contracts - Contacts Google Suite NOTE: *use main contact fields and "custom field" and "notes" for other data, provided in the in Contacts form.*	Initially, create contacts "label" BENEFICIARY ORGANISATIONS in Contacts Google Suite. Then, populate with the currently existing data: contacts data, contact persons, web links, and insights about work with them. Regularly update these Contacts with new beneficiary org.	Connect secretariat Project Managers
Vendors	Contacts Google Suite	Initially, create contacts "label" VENDORS in Contacts Google Suite. Then, populate with the currently existing data: contacts data, goods and services provision, prices, quality, and insights on previous cooperation. Regularly update these Contacts with new vendors.	Connect secretariat Project Managers

6. Knowledge distribution

There are two main methods of knowledge management distribution —the **push** method and the **pull** method.

- The **push** method is about proactively pushing knowledge out across the organization. With the push method, staff or organisation associate don't have to request information; instead, it's sent to them directly when necessary.

- The **pull** method means that knowledge is only shared when requested. If a staff member or organisation associate needs to access a specific piece of information they'll need to proactively search for that information themselves, by simple assessing Knowledge storage by following Knowledge Systematization structure.

Knowledge category	WHEN	HOW	method
Statutory	Daily managing organisations	Access to the documents in KM repository on GoogleDrive.	***pull***
	Job Introduction of the new staff member	Sending to him/her links for the needed documents (eg. procedures) on KM repository on GoogleDrive.	***push***
	Sharing needed documents with the partner organisations, contractors	Access to the documents in KM repository on GoogleDrive, download it and share it via email.	***pull***
Projects	Daily managing organisations	Access to the documents in KM repository on GoogleDrive.	***pull***
	Templates are needed for managing project/s	Sending to PM links for the needed Templates, or PM is directly accessing Templates on KM repository on GoogleDrive.	***push*** ***pull***
	Drafting reports	PM access to the documents in KM repository on GoogleDrive.	***pull***
	Getting insight in meetings held	Access to the project's Meeting minutes in KM repository on GoogleDrive.	***pull***
	Preparing new projects	PM access to the documents in KM repository on GoogleDrive (ongoing, closed projects and Working practice insights)	***pull***
	Preparing for implementation project activities	PM access to the Working practice insights in KM repository on GoogleDrive	***pull***
	New Good practise cases notified and uploaded	Sending to PM / networks members links to the new Good practise case on KM repository on GoogleDrive.	***push***
	New Technology used notified and uploaded	Sending to PM / networks members links to the new Technology used document on KM repository on GoogleDrive.	***push***
People	Introduction with the handover duties from one to another staff member	Sending to staff member links to the new uploaded Handover note	***push***
	Getting insight in meetings held	Access to the Meeting minutes in KM repository on GoogleDrive.	***pull***
	Preparing new projects & Preparing for implementation project activities	Access to the list of experts/trainers in Contacts and theirs CVs in KM repository on GoogleDrive. Access to the list of partners and beneficiaries in Contacts	***pull***
	Sharing with other Associates organisation's expertise	Access to the list of experts/trainers in Contacts and theirs CVs in KM repository on GoogleDrive, download it and share it via email.	***pull***
Associates (legal entities)	Preparing new projects	Access to the list of Partner Organisations in Contacts and various documents collected about them in KM repository on GoogleDrive.	***pull***

		Access to the list and insights of Contractors and beneficiaries in Contacts.	
	Preparing for implementation project activities	Access to the list and insights of Contractors and Beneficiary Organisations in Contacts.	***pull***
Vendors	Preparing new projects & Preparing for implementation project activities	Access to the list and insights of Vendors in Contacts.	***pull***
	New vendor is notified	Share the information with all PM and staff interested (with KM data access) – sending email with the link of that vendor's contact data in Contacts repository.	***push***

7. Knowledge use

Most crucial step is putting the acquired knowledge to good use. Organization needs to prepare themselves internally so that knowledge can circulate among all staff and, in addition, be used in activities that result in some kind of improvement. Following this circle, we will come to the retrieval and knowledge transformation. Thus, Knowledge must be used as the basis for the development of new knowledge through integration, innovation, creation, and extension of the existing knowledge basis, and should still be used as a basis for decision making.

For the purpose of key **decision making**, Connect International leadership and staff, as well as network members should always use collected knowledge in case of:

- Organisation's strategic planning
- Introduction of structural changes
- Development new partnerships
- Designing of new projects

For **quality ensuring**, Connect International secretariat and staff should always use collected knowledge in case of:

- Designing of new projects and activities
- Implementation of all organisation's activities
- Managing staff and organisation
- Improving staff members skills

Attachments

Appendix I: Knowledge Systematization - DATA SETS STRUCTURE

1. Table of ongoing projects - template
2. Table of closed projects - template
3. Meeting minutes - template
4. Lessons learned guideline and template
5. Good practise guideline and template
6. List of the Lessons learned cases - template
7. List of the Good practise cases - template
8. Project Handover Note - template

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