The Use of Knowledge Management in the Public Sector During the Pandemic Period

Introduction of the Public Sector/Government

The public-sector hosts some of the most experienced workers that have contributed lifetimes worth of knowledge and experience to shape a given branch or process. In recent years, it's become difficult for departments to deploy efficient internal position moves, hire efficiently, and serve clients effectively by using all the information regarding an individual case or client.

Introduction to Knowledge Management

Knowledge management is an approach that can be used to address critical issues around organizational adaptation, survival, and competitiveness in the face of increasingly irregular technological change. Currently for the public sector, change is evident through the turbulence of the supply environment and change in consumer behavior primarily led by COVID-19. The pandemic brings to the forefront the need for knowledge-based innovation as a core competency by all public sector related and supporting departments (such as non-profits) to remain agile within current environmental changes.

As we talk about knowledge and its management within the public sector, it is important to define what we mean by these terms. *Knowledge is data and information molded by context and insight (usually by a person) for action.* Knowledge management (KM) then becomes the various ways this knowledge is interpreted, captured, and shared among institutions and their people. KM can be as simple as sharing of information by a group of people over a coffee break to something more complicated, like the use of artificial intelligence or machine algorithms to shape cognitive activities.

Introduction to Bluejarvis Technologies

Bluejarvis Technologies is a digital process dedicated to capturing human knowledge through knowledge management principles.

At Bluejarvis, our focus revolves around understanding the power of everyday informal information shared among teams, and how that information can be translated into accelerating business goals. The most impactful and hidden knowledge types is tacit or implicit in

nature, and through our products and processes, we shine a light on these informal knowledge sources. Our aim is to summarize and create buckets of knowledge shared by analyzing people and their written/spoken word. People are at the heart of knowledge creation, and that's why knowledge management to Bluejarvis is understanding people.

For the Bluejarvis team, it is important to leverage the variety of processes within KM, but mainly those that invest in technology, repositories, and shareability/digestibility of expert knowledge.

Institutionalize your knowledge.

Challenge

As with all facts of the Canadian economy, the public sector is no different in the challenges it faces during the pandemic period. Hiring freezes, limited human resources and access, and untapped potential across government branches are heightened during the pandemic period.

The 4 key challenges the public sector face are:

1
Capturing lifelong employee knowledge for a generation of newhires

2
Knowledge leakage in teams when key experts are internally promoted to senior and management positions

3
Disconnect between separate divisions of the public sector that must work together in times of crisis management

4
Efficient access to knowledge at all staff levels which is bottlenecked by upper management

Although the Canadian public sector will see the end of the pandemic, brain drain and knowledge leakage can threaten the existence of these large institutions unless they face the challenge of creating processes to encourage internal knowledge retention and appropriate external crisis management.

Solution

Capturing Public Sector Organizational Knowledge

Bluejarvis operates in a three-step process to assist organizations in understanding their operational, strategic, and functional alignments as it resonates with current employees and internal/external stakeholders. We passionately believe that every institution employing people is driven by the knowledge base and understanding accumulated by their current people as passed down by past staff and institutional practices.

Specifically, for the public sector, we encourage organizations to institutionalize their untapped knowledge through the Bluejarvis process. Bluejarvis is currently in its beta product stage, which simply means part of the process is executed manually instead of automatically. Our beta process uses in-house software and AI algorithms.

The Analysis

Knowledge Management Solutions are provided through the following analyses:

1) Transcribed interviews with key staff members

- Identify experts within each layer of operational and management staff
- Identify core teams with highest levels of internal communication
- Consent and privacy forms to get access to emails and other document
- Schedule and set up interviews virtually to understand context & keyword development

2) Analysis of unstructured or informal data

- Transcribe videos and categorize conversation
- Review of all informal data sources such as notes, emails, and meeting minutes
- Transfer and export of all data
- Anonymizing and aggregation of the text data for processing
- Identification of core topics and map of key relationships
- Creation of past and present employee profiles with descriptions of key skillsets, projects, and relationships
- Analysis of interviews and all text data

The Hub

A digital dashboard known as "the knowledge hub" to access all operational knowledge is created as a result of the analyses process. The hub includes cultural and informal review of turnover followed with recommendations for long-term retention as well as knowledge retention of senior employees.

This dashboard works as a how-to guide for your organization's in the following areas:

- Expertise of current employers and their teams.
- Current labour strengths and weaknesses
- Next steps for proper knowledge management and preservation of existing expertise within the organization.

Benefit

The public sector is one of the largest employers in Canada today. Along with hiring, this sector is responsible of partnerships with multiple small to medium sized businesses to help support it's operations. Our beta solution offers public sector organizations the following tangible benefits:

50%	75%	50%
A reduced workload and reduced overtime of staff	Reduce onboarding time of technical staff	Reduce contract work

The Guarantee: If we do not meet one of the above three standards, we guarantee 100% money back. The Bluejarvis process typically takes about 100 hours to complete and includes the full analysis and development of the digital knowledge hub. Please note, metrics vary from business to business.

Result

The result for public sector organizations choosing to adopt the Bluejarvis process and institutionalize their knowledge are new operational pillars that alleviate knowledge bottlenecking and resource mismanagement.

1
Knowledge Management

Knowledge management is at the core of the Bluejarvis technology and it's future interactions. We believe businesses that last do so by passing along their key knowledge to every team member.

2
Nuance

The devil is in the details. Nuanced knowledge takes years of expertise and on-the-job experience to acquire in the public sector. If qualitative golden nuggets of information can be identified and utilized across departments, an organization becomes an operational magnum opus.

3
Access

As access to food, water, and shelter are essential to survival, access to expert-level knowledge is essential for new hires and staff priming for promotions in the public sector. Providing this access to every team member uplifts knowledge across departments.

4
Accuracy

Accuracy in knowledge empowers those without expertise to trust in the knowledge they are accessing without worry of operational missteps leading to detrimental business decisions. Public sector employees can trust in centralized knowledge to make informed actions during times of internal shift or external distress.

The Bottom Line

Our solution goes beyond a CRM system and can be used as more than a communications tool; your knowledge sharing solution will bring to light ogranizational knowledge that is not considered common sense and make it commonplace and accessible for every internal team and every client.

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