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Knowledge Management at the Australian Bureau of Statistics

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Agenda

- **Some background**
- **ABS approach to KM**
  - ► **Philosophy**
  - ► **Strategy**
  - ► **Model**
  - ► **Framework**
- **ABS KM enabled environment**
  - ► **Culture**
  - ► **Technology (demonstration)**
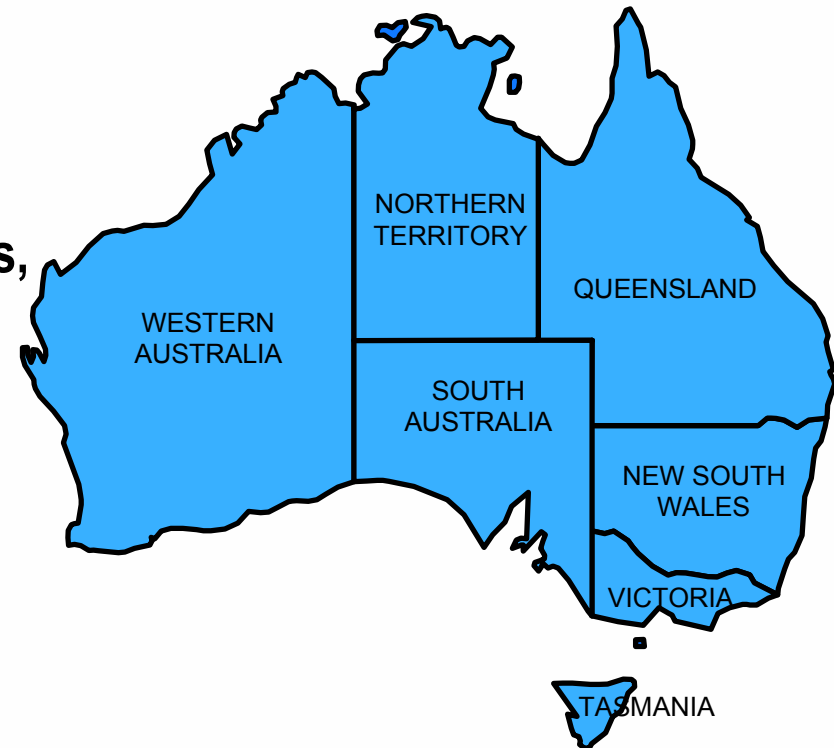- **How we rate**

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Who are we?

We assist and encourage informed decision-making, research and discussion

within governments and the community

ABS working environment

- 3200 staff
- 9 offices (in each capital city)
- we publish 3-4 publications each working day
- largely professional staff - Math/stats, Economists, Accountants, Social Scientists, IT
- over 1100 applications in NOTES

NORTHERN TERRITORY

QUEENSLAND

WESTERN AUSTRALIA

SOUTH AUSTRALIA

NEW SOUTH WALES

VICTORIA

TASMANIA

Philosophy

'Our IT environment exists to support "the ABS business" and we want our IT environment to be an enabler for new, more productive, ways of meeting our business needs

... we regard IT as highly strategic and put a lot of emphasis on a corporate approach to IT - selecting strategies and technologies that we hope are the best fit with overall needs.

With Lotus Notes our aim was always to create a working environment used by the whole organisation where collaboration was supported and information created by anyone can be treated as a corporate asset.'

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KM strategy

The ABS Mission states that the ABS assists and encourages informed decision-making, research and discussion within governments and the community

The ABS Knowledge Management Strategy seeks to encourage informed decision-making, research and discussion within the ABS.
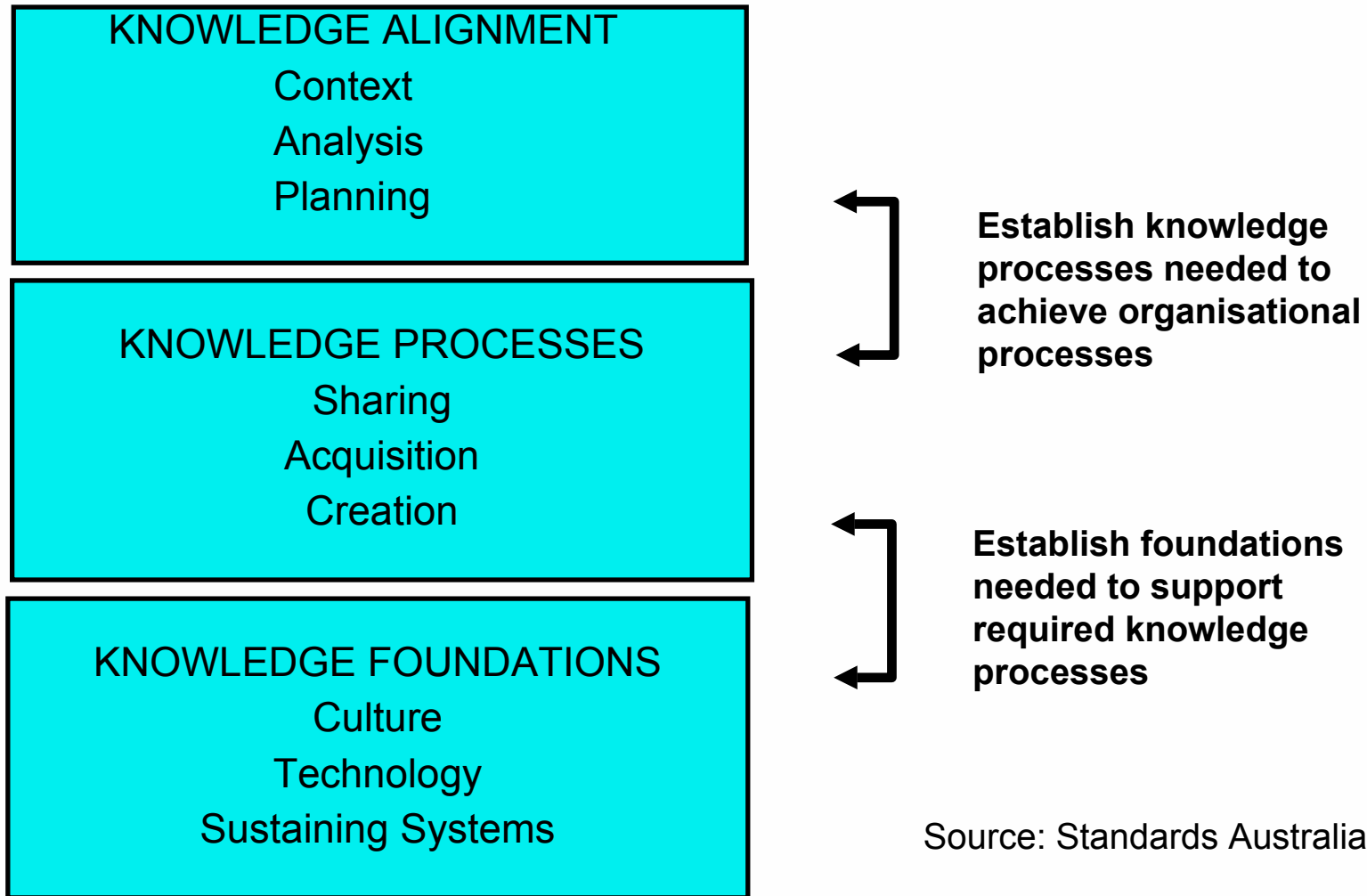
Knowledge journey

We are about here

| 1 Chaotic | 2 Aware | 3 Enabled | 4 Managed | 5 Centric |

This way to wisdom

Knowledge Management framework

KNOWLEDGE ALIGNMENT

Context

Analysis

Planning

KNOWLEDGE PROCESSES

Sharing

Acquisition

Creation

KNOWLEDGE FOUNDATIONS

Culture

Technology

Sustaining Systems

Establish knowledge processes needed to achieve organisational processes

Establish foundations needed to support required knowledge processes

Source: Standards Australia

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Culture

- Personal work behaviours are emphasised
- ABS recognises that people are the most important part in the process
- Empowering people lets them contribute and add value - trust and openness
- We realise that we can help staff change the way they think about work by influencing the way they work

Culture (part 2)

'If you want to teach people a new way of thinking,
don't bother trying to teach them.

Instead, give them a tool, the use of which will lead to
new ways of thinking.'

- *R. Buckminster Fuller*

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Technology

- Welcome Page
- NewsPoint
- Discovery systems
- Corporate assets
- Workgroup collaboration tools
- Personal level tools

Thanks and an invitation

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