

Key Results Area	Goal	Actions	Key Results	Responsibility	Timeline	Budget	Contingency Plan
Strategic Plan: Digital Asset Management	Develop and implement the Digital Asset Library application to efficiently manage company assets.	<ul style="list-style-type: none"> Conduct requirements gathering for the Digital Asset Library application. Design and develop backend functionalities using Delfi. Design and develop frontend interfaces using Vue. Implement CRUD functionality for asset management. Test and refine the application for usability and functionality. Deploy the Digital Asset 	<ul style="list-style-type: none"> Completion of requirements documentation. Successful implementation of backend functionalities. Successful implementation of frontend interfaces. CRUD functionality fully operational. Positive user feedback on usability. - Successful deployment and adoption by internal users. 	Digital Asset Library Project Manager	March - September 2024	Internal	Regular review meetings to address any development issues and adjust timelines if necessary.

		Library application for internal use.					
Knowledge Management	Implement best practices in knowledge management.	<ul style="list-style-type: none"> Conduct a knowledge audit to identify existing knowledge assets, gaps, and opportunities for improvement. Develop and implement knowledge management policies and procedures. Invest in technology solutions to facilitate knowledge sharing and collaboration. Establish knowledge sharing platforms and communities of practice. 	<ul style="list-style-type: none"> Number of knowledge assets identified and assessed. Completion of knowledge management policy and procedure documents. Implementation of knowledge management software. Number of knowledge sharing sessions conducted. 	Knowledge Management Team, Subject Matter Experts, Human Resources Department, IT Department, Department Heads	April 2024 - Ongoing	Internal	Regular progress meetings to address any challenges encountered and adjust plans accordingly.

Change Processes	Describe the change processes required to support the implementation of best practice.	<ul style="list-style-type: none"> • Communication: Ensure clear communication of the benefits of knowledge management and rationale behind the changes. • Training and Development: Provide training sessions to equip staff with necessary skills and knowledge. • Leadership Support: Gain support from leadership to demonstrate commitment to knowledge management initiatives. • Feedback Mechanisms: Establish feedback mechanisms to gather input from staff and 	<ul style="list-style-type: none"> • Clear understanding and acceptance of changes by staff. • Successful implementation of training sessions and adoption of new practices. • Support and commitment from leadership. • Establishment of effective feedback mechanisms. 	Change Management Team, Human Resources Department	Throughout the implementation	Internal	Regular communication and feedback mechanisms to address any resistance or challenges encountered.
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		address concerns.					
Resources	Identify the resources required for implementing best practices.	<ul style="list-style-type: none"> Human Resources: Knowledge management team, subject matter experts, trainers. Technological Resources: Knowledge management software, communication tools. Financial Resources: Budget for conducting audits, purchasing software, and training staff. 	<ul style="list-style-type: none"> Availability of necessary human, technological, and financial resources. 	Project Manager, Finance Department, IT Department	Throughout the implementation	Internal	Regular monitoring of resource allocation and adjustments as needed based on project progress and changing requirements.
Task Submission	Submit the plan ensuring it includes tasks, responsibilities, timescales, and performance measures.	<ul style="list-style-type: none"> Clearly define tasks, responsibilities, and timelines for each action. Identify performance 	<ul style="list-style-type: none"> Clearly documented plan with assigned tasks, responsibilities, and timelines. 	Project Manager, Knowledge Management Team	Before commencement of each phase	Internal	Regular reviews and updates of the plan to ensure alignment with project objectives and

		measures to evaluate success of each activity.	<ul style="list-style-type: none"> Identified performance measures aligned with objectives. 				evolving requirements.
Contingency Planning	Ensure the plan includes contingencies reasonable in relation to the proposed plan.	<ul style="list-style-type: none"> Identify potential risks and develop strategies to address them. 	<ul style="list-style-type: none"> Identified potential risks and corresponding contingency plans. 	Project Manager, Risk Management Team	Throughout the implementation	Internal	Regular risk assessments and updates to the contingency plan to address emerging risks and changes in project scope.
Monitoring and Evaluation	Describe how the implementation of the plan will be monitored, recorded, and evaluated.	<ul style="list-style-type: none"> Regular monitoring of progress against predetermined milestones. Recording of data such as training attendance, software implementation progress, and feedback received from staff. Evaluation of implementation effectiveness based on 	<ul style="list-style-type: none"> Documentation of progress against milestones. Recorded data on key implementation metrics. Evaluation of implementation effectiveness based on predefined performance measures. 	Project Manager, Knowledge Management Team	Throughout the implementation	Internal	Regular reviews and updates of monitoring and evaluation processes to ensure alignment with project objectives and evolving requirements.

		predefined performance measures.					
Promotion	Promote the operational plan within the unit and entity to encourage commitment.	<ul style="list-style-type: none"> • Presentations or workshops explaining the principles of knowledge management to team members. • Acting as a change agent for knowledge management by advocating its importance. • Creating an enabling environment for creation, transfer, and sharing of knowledge. • Regular communication and feedback mechanisms to address any resistance or challenges encountered. 	<ul style="list-style-type: none"> • Increased awareness and understanding of knowledge management principles. • Enhanced commitment and participation in knowledge management initiatives. 	Knowledge Management Team, Change Management Team	Throughout the implementation	Internal	Regular communication and feedback mechanisms to address any resistance or challenges encountered.

Supervisor Sign-off	Obtain supervisor sign-off to verify compliance and successful implementation.	<ul style="list-style-type: none">• Ask supervisors to review and sign all relevant documentation.• Ensure supervisors confirm successful implementation.	<ul style="list-style-type: none">• Signed documentation verifying compliance with organizational requirements and successful implementation.	Project Manager, Supervisors	Upon completion of each phase	Internal	Regular communication with supervisors to obtain feedback and address any concerns or issues.
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