



Knowledge Management Networking for Improving Public Administration

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- ❖ From “what a knowledge society is and why it is necessary”, towards “how to become a knowledge society?”, knowledge management is the foundation.

- ❖ What should be included in the KM “to do” list:
 - To develop a vision and a strategy for a knowledge-based organization is a must.
 - The mindset needs to be changed from managing information in the traditional way to the modern way which leads to effective knowledge management systems, namely, IT supported systems.
 - It is pivotal to develop incentives and personal development opportunities for information management in an organization.
 - To manage knowledge via networking.



UNPAN – the United Nations Online Network in
Public Administration:
A knowledge management networking experience

United Nations Online Network in Public Administration and Finance



- A platform for capacity-building in e-information/knowledge management and for promoting South-South and North-South cooperation in this area:
- Bridging the digital divide via technical assistance
 - Developing an overall strategic action plan of the Network
 - Building a common understanding among the Network members through dialogues
 - KM training and experience-sharing among the Network members



■ An internet-based tool for e-information management and knowledge development, and also for building organizational memories:

- Designing and developing the UNPAN e-KM system**
- Establishing rules and regulations and providing manuals for the UNPAN KM**
- Consolidating and organizing available information from all members into the UNPAN DMS**
- Moving from knowledge management towards knowledge development**



■ An online portal for information exchange and experience-sharing at the international, regional and national levels in public administration:

- Providing client-centric services
- Focusing on responsive service delivery
- Providing a one-stop knowledge portal in public administration



▣ A facilitator for monitoring and improving the work efficiency and service quality of its members:

- Building a sense of ownership among all the members of the Network**
- Monitoring the Network's performance as an enterprise, not as a bureaucratic institution**



UNPAN – the United Nations Online Network in Public Administration

Our goal is to build a world-class knowledge management network in public administration for providing its clients with "**the right knowledge, in the right place, in the right format, at the right time.**" By doing so, UNPAN will continue to make meaningful contributions to the development of the knowledge society.