Joburg Innovation & Knowledge Exchange (JIKE)

Knowledge Management Reference Group, Buffalo City

7th – 8th February 2008

City of Johannesburg Presentation
For this reason, the City’s Growth Development Strategy (GDS) and Integrated Development Plan (IDP) are important components for strategic planning which guide development and service delivery for the City.
Detailed annual business plans give operational expression to the IDP.
High-Level Design of the Office of the Executive Mayor (OEM)

Office of Executive Mayor

Executive Mayor

City Manager

1. 2010
2. Central Strategy Unit
3. Chief Information Officer
4. External Relations Unit
5. Communications
6. Internal Audit
7. Legal, Compliance & Mayoral Committee Support

OEM Units – Key Functions

- Bridge the business-technology gap
- Ensure key focus on City information management – and centralised delegation of the CIO responsibility
- Recognize and bring IT benefits to solve business issues, whilst managing costs and risks
- Manage innovation and knowledge management (JIKE)
- Manage IT outsourced contract
Office of the Chief Information Officer Vision

To provide robust, integrated, reliable and enabling Information and Communication Technology products and Knowledge Services through knowledge exchange and innovations to support the City’s vision to become a world class African city.

To establish and sustain Knowledge Intensive Services that support the City’s vision to be a learning, knowledge-driven organization.

KM Human element vs. KM Technology element!
JIKE Programmes
(An Integrated Approach to KM & I)
JIKE Business Plan within the context of the 5-year IDP Programme

<table>
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<tr>
<th>Five-year Strategic Objective</th>
<th>Five-year IDP Programmes and Key Programme Achievements</th>
<th>2007/08 Delivery Agenda</th>
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| Increased evidence (e.g. of the quality of submissions to JIKE’s annual Joburg Innovation Award) of a stronger culture and practice of innovation and knowledge management in the City | • Continue to run annual City of Johannesburg’s innovations showcasing project.   
• Develop other incentives to encourage innovative practices and product development.  
• Structure or strengthen a select number of learning networks within the City to facilitate sharing of experience and learning – e.g. around urban management and maintaining a safe urban environment, between managers of social facilities, etc. | • City of Johannesburg innovations showcase project.  
• Incentives for innovative practices and product development  
• Establish learning-by-sharing (sectoral/intra-municipal/inter-municipal) networks to have exchanges on relevant issues and challenges.  
• Utilise SACN and other local and international bodies for knowledge exchange.  
• Performance indicators for knowledge management, innovation and skill development |
## JIKE Business Plan within the context of the 5-year IDP Programme

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| Increased evidence (e.g. of the quality of submissions to JIKE’s annual Joburg Innovation Award) of a stronger culture and practice of innovation and knowledge management in the City | • Strengthen interactions with the South African Cities Network and local and international bodies dedicated to knowledge exchange  
• Structure focused learning exchanges between South African Metropolitan municipalities on approaches to selected issues which require innovative problem-solving either through SACN or separately, (e.g informal trader management and development, free basic service provision to non-accountholder, etc) | • Implement the Information and Knowledge Exchange ideation Programme, which will apply creative-thinking methodologies to the challenges faced by the City.  
• Expand our case study documentation of better practice, lessons learnt and innovation studies which will build Johannesburg’s capacity to learn from itself and give context to the City’s ability to share its experience with other institutions at a local, national and international level. |
**JIKE Business Plan within the context of the 5-year IDP Programme**

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<td>Increased evidence (e.g. of the quality of submissions to JIKE’s annual Joburg Innovation Award) of a stronger culture and practice of innovation and knowledge management in the City</td>
<td>•Develop a knowledge management, innovation and learning and growth performance measures</td>
<td>•Build a culture of innovation amongst staff that will reinforce Johannesburg’s role as an African World Class City.</td>
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JIKE’s Priority Business Activities

- Knowledge Portal
- Ideation
- Case Studies (Packaged in DVD and document format)
- Leadership Development Programme (KM & Innovation approach)
- Innovation Management (Innovation Publication, Innovation Framework)
- Micro-conferencing
- Mayoral Legacy Projects
- Knowledge Tourism
  - Formal (Hosting of official delegations)
  - Informal (Sharing by Learning Networks, Brown Bag sessions)
- Debriefs (Packaged in DVD and document format)
- Exit Interviews
2 JIKE Projects

Knowledge Audit of KM Initiatives that SACN Member Cities have implemented.

- Benchmarking exercise.

Addressing the “Silo Mentality”

- Better practices
THANK YOU ALL

World Class African City