CONVENE & CONNECT

Convening is the art of bringing the community (of practice) and relevant stakeholders together to connect members and engage them in meaningful conversations. The diversity of a community and a risk-free and inclusive environment help develop conversations and engage members.

Start small, create the conducive environment to convene and network people.
Proper community management to ensure diversity of views, prioritize equity for access to opportunities and resource and where everyone feels they belong and can actively participate. Diversified, equity and inclusiveness environment where there is diverse representation, fairness and everyone feel valued and heard.

Activities oriented to developing the practice – Knowledge Base

WHAT

Knowledge Base
Knowledge Base is a self-serve online library of information about a project, an area of work or service, department, or topic. The data in your knowledge base can be from anywhere, but it usually comes from several contributors who are sufficiently well versed in the subject to give you all the details. Subjects range from the ins and outs of your department to how a new facility, scheme, hardware, software or area of work. The knowledge base can include FAQs, troubleshooting guides, and any other nitty gritty details you may want or need to know.

WHY

Knowledge Base enables the organisation's knowledge resources to be categorised, organised and stored for easy search and discovery.

HOW

Knowledge Base should help officers towards the performance of their work functions such as finding answers to questions and drawing insight on current issues of the day. It can take the form of full-fledged and dedicated databases or department/project/team workspaces/folders on Enterprise SharePoint. Resources in the Knowledge Base can include:
- frequently-asked questions (FAQs)
- how-to articles
- video tutorials

- papers or past cases (including principal considerations and rationale of why things were done in certain ways)
- case studies
- course materials and notes
- dictionaries or glossaries