Building Innovative Knowledge Management Infrastructures Within European Public Administrations

From 2002-03-01 to 2004-06-30

Project details

<table>
<thead>
<tr>
<th>Total cost:</th>
<th>Topic(s):</th>
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<tr>
<td>EUR 2 885 005</td>
<td>Funding scheme:</td>
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<tr>
<td>EU contribution:</td>
<td>CSC - Cost-sharing contracts</td>
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<td>EUR 1 650 000</td>
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<td>Coordinated in:</td>
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<td>Italy</td>
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Objective

The KIWI project is aimed at developing innovative knowledge management (KM) infrastructures able to transform public administrations at any level inside Europe into knowledge driven and dynamically adaptive learning organisations and empower public employees to be fully knowledge workers. KIWI will result into the implementation of intelligent environments enabling public employees to access, across departments, levels and public administration layers, one stop shop KM services through fixed and mobile terminals (thus supporting anytime and anyplace government). The project will especially have a focus on the engineering of the knowledge management process and the management of human resources, by supporting specific processes such as public employee development and team building in large, multi-site national and regional administrations. Within KIWI, the knowledge management process will be deeply analysed and redesigned according with the evolving employee needs and the opportunities offered by the new fixed and mobile IST technologies, with a particular reference to the progress made by wireless communications entering their 3rd Generation (UMTS). KIWI is set to provide real benefits to administrations and employees such as:

- transform public administrations into learning organisations and therefore into a more attractive employers within the increasingly competitive labour market;
- reduce the burden on employees making their work more efficient;
- encourage employees innovation and creativity;
- give employees the chance to learn new skill.

DESCRIPTION OF WORK

Indeed, most public servants are hard working and dedicated, but often demoralised with the presumption they are not as good as the private sector. Therefore, success in the civil service needs to be rewarded, restrictions that stifle innovation suspended, and employees given the opportunity to learn new skills throughout their careers. The introduction of Knowledge Management infrastructures is to facilitate culture change by creating a workplace where data is organised across departmental boundaries, making it easy for employees to access information intuitively, share it, and work as a team. As a
matter of fact, European Public Administrations must be knowledge-based. They must be structured around information that flows up from individuals doing the work to the people at the top - the ones who are, in the end, accountable, and on around information flowing down too. KIWI, by addressing research about innovative knowledge management infrastructures in large, multi-site public administrations is setting a milestone towards this direction. The project will start identifying the user requirements for an improved Knowledge Management process, and subsequently it will undertake the definition and simulation of new re-designed KM process scenarios along with the definition of a system architecture for Knowledge Management infrastructure. Then, the specification and implementation of a set of networked, multimedia and interoperable tools, to achieve a wirelessly accessible Intranet Knowledge Warehouse functionality in a distributed environment using a Web interface coupled with Mobile Collaboration tools to allow a more natural interaction and collaboration in order to better integrate all employees involved in the process, will be started. Finally, the KIWI KM tools will be validated in real-life public administration pilots. The project is a 24 months project led by AIP (I), a highly reputed Business School from Politecnico Milano (I), with expertise in KM project in public administrations as well as in European project management, and includes major mobile telecommunication operators such as Sonera (FIN) and WIND (I) and other IT industries (NetXcalibur (I), AEC (F)) active in the public sector. Committed national and regional public administrations, with a deep interest in improving their knowledge management process through the use of the KIWI tools, such as the Prefecture of Milan (I), the TTC (FIN) gathering together regional and local authorities from Turku (FIN) and the Gironde Regional Government (F), will host the project pilots.

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