**Action Plan on the follow-up of Evaluation Recommendations**

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| **Evaluation Title/Year:** *A Review of Knowledge Management in IOM: Current Status and Future Perspectives***Person(s) or body(ies) responsible for the follow up of implementation:** Ms. Clarissa AZKOUL, Chief of Staff, Office of the Director General. |
| **Recommendation 1:** Conduct an in-depth, organization-wide review of existing knowledge management efforts to identify and understand what is being done (or not), by whom, why, how, and what can be improved. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process) |
| **Monitoring of Implementation**:   |
| **Recommendation 2:** Establish a knowledge management policy and strategy with a vision to guide efforts undertaken. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process) |
| **Monitoring of implementation:** |
| **Recommendation 3:** Allocate sufficient human and financial resources for implementing knowledge management efforts. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** August 2018 |
| **Monitoring of implementation:** |
| **Recommendation 4:** Further develop (existing) information technology systems and tools, especially repositories, for managing knowledge. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process) |
| **Monitoring of implementation:** |
| **Recommendation 5:** Identify a ‘leader’ and build ownership of knowledge management. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** August 2018 (on-going) |
| **Monitoring of implementation:** |
| **Recommendation 6:** Articulate to staff the benefits of knowledge management and provide them with the moral incentives or symbolic rewards to engage in knowledge management practices. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process – on-going) |
| **Monitoring of implementation:** |
| **Recommendation 7:** Organize regular staff trainings and provide the necessary guidance, information, and support on knowledge management systems, tools, and processes. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process - on-going) |
| **Monitoring of implementation:** |
| **Recommendation 8:** Update and create handbooks, manuals, and guidelines. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process) |
| **Monitoring of implementation:** |
| **Recommendation 9:** Leave handover notes and mentoring/sharing expertise with staff. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process - on-going) |
| **Monitoring of implementation:** |
| **Recommendation 10:** Increase the communication and marketing of knowledge, both inside and outside the Organization. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process) |
| **Monitoring of implementation:** |
| **Recommendation 11:** Use meetings, discussion groups, and forums to share knowledge, especially lessons learned.  |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process – on-going) |
| **Monitoring of implementation:** |
| **Recommendation 12:** Systematically document, monitor and evaluate work to harvest experiences and lessons from activities implemented in support of evidence-based programming. |
| **Recommendation to:** Ms. Clarissa AZKOUL | **Suggested timeframe:** September 2018 (start of the process – on-going) |
| **Monitoring of implementation:** |