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**Policy on Knowledge Management**

**INTERNATIONAL ISLAMIC UNIVERSITY  
MALAYSIA**



***POLICY ON KNOWLEDGE MANAGEMENT***

**PREPARED FOR:**

International Islamic University Malaysia

**PREPARED BY:**

Secretariat of Knowledge Management Sub-Committee

## Policy on Knowledge Management

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### Document Change Log

| Release Version | Date | Pages Affected | Remarks/Change Reference |
|-----------------|------|----------------|--------------------------|
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### Responsibility and Activity Log

| Requestor         | Description  | Submission Date           | Approval Date |
|-------------------|--|---------------------------|---------------|
| Hana Imam Supa'at | Reviewed by OLA  | 11 <sup>th</sup> Nov 2019 | NA            |
| Hana Imam Supa'at | Reviewed by KMSC Members                                   | 3/12/2019 – 18/2/2019     | NA            |
| Hana Imam Supa'at | Reviewed by Meeting on ICT Policy / Procedure / Guidelines | 11/8/2020                 | NA            |
| Hana Imam Supa'at | Recommended by KMSC Meeting                                | 18/8/2020                 | NA            |
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# Policy on Knowledge Management

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## 1. OBJECTIVE

The objective of this policy is to provide the platform to govern the management of IIUM organizational knowledge for the provision of the knowledge required for informed decision-making and enhanced productivity.

## 2. SCOPE

This policy covers the responsibilities outlined to the relevant entities of the University, for the management of organizational knowledge at IIUM.

## 3. TERMS AND DEFINITIONS

| <b>IIUM</b>                     | The International Islamic University Malaysia, otherwise known as the “University”.  |
|---------------------------------|--|
| <b>KM</b>                       | Knowledge Management<br><br>The creation and subsequent management of an environment which encourages knowledge to be created, shared, learnt, enhanced, organized and utilized for the benefit of the organization and its customers (British Standards).<br><br>KM is managing the corporation’s knowledge through a systematically and organizationally specified process for acquiring, organizing, sustaining, applying, sharing and renewing both the tacit and explicit knowledge of employees to enhance organizational performance and create value (Davenport & Prusak, 2000). |
| <b>Organizational Knowledge</b> | All the knowledge resources within an organization, which reside in individuals and groups, or exist at the organizational level, that can be realistically tapped by the organization.  |
| <b>CoS</b>                      | Centre of Studies  |
| <b>AO</b>                       | Administrative Offices   |

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| KM Secretariat | The assigned staff of the Dar al-Hikmah Library, where the Chief Librarian is currently the Secretary of the KM Sub-Committee meeting which oversees the KM strategy of the University. |
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### 4. POLICY STATEMENTS

- 4.1 The KM secretariat shall ensure that the roles defined for KM shall be appointed officially by the Chief Information Officer.
- 4.2 The KM secretariat and the relevant knowledge owners shall educate and train knowledge users on available knowledge, access to knowledge and use of knowledge access tools.
- 4.3 The KM secretariat and the relevant CoS and AO shall collaborate for the planning and implementation of appropriate activities to nurture and facilitate a knowledge-sharing culture in the University.
- 4.4 The respective CoS and AO shall :
- (i) follow the standard processes for determining, collecting and making available meaningful organizational knowledge for appropriate sharing with others.
  - (ii) follow the standard processes for reviewing its current organizational knowledge to align with the changing needs and trends.
  - (iii) follow the standard processes for the retirement of its organizational knowledge.
  - (iv) participate and contribute in the appropriate KM activities towards a culture of knowledge sharing and organizational learning in the University.

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- (v) manage and share the generated organizational knowledge according to the standard operating procedures in managing and sharing the organizational knowledge. This is to ensure that the confidentiality, integrity and availability of the organizational knowledge is maintained.

4.5 The knowledge users shall use the organizational knowledge according to the standard operating procedures determined by the KM secretariat and/or the knowledge owners.

### **5. IMPLEMENTATION AND NON-COMPLIANCE**

The Chief Librarian of Dar al-Hikmah Library holds the responsibility of the implementation of this policy and shall take necessary actions in the event of violation of this policy.

### **6. ENTITIES AFFECTED BY THIS POLICY**

This policy is applicable to all staff of the University. Any infringement of the policy may subject to disciplinary actions.

### **7. MAINTENANCE OF POLICY**

The Dar al-Hikmah Library is responsible for the formulation and maintenance of this policy.

### **8. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES**

This policy shall be read together with the following or any other documents which were recently approved:

8.1.1. ICT Regulations.

8.1.2. Guideline: Types of Knowledge, Format, Method and Technology Platforms.

8.1.3. Guideline: Roles Associated with KM.

8.1.4. Guideline: Incentives to Encourage Knowledge Sharing.