

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

No	Knowledge Types	Format	Method	Technology Platform
1	Work Processes which contribute to IIUM strategic performance	Procedures	1. Keep official documents in online repository 2. Keep and share relevant information online 3. Share relevant information in employee on-board training contents 4. Share relevant information via awareness activities	1. IIUM Website, staff portal or Google Drive 2. IIUM knowledge base repository 3. Staff portal and staff e-learning platforms 4. Staff email, staff portal, staff e-learning platform, IIUM knowledge base repository
		Standard		
		Guidelines		
		Work Instruction		
2	How-to Knowledge	User Manual		
		Technical Guide		
3	Project Lesson Learnt	Project Document		
4	Event post-mortem	Event post-mortem document		
5	Knowledge of IIUM experts	Academic Publication	1. Deposit publication details with evidence	1. IIUM Institutional Repository (IREP)
		Mentor-mentee assignment	1. Assign new employee as a mentee to one mentor for a duration of time 2. Assign new employee to record and share the knowledge gained in the mentor-mentee assignment	1. Staff email 2. IIUM knowledge base repository
		Experience Write-Ups	1. Encourage experts to record and share in writing working experience	1. IIUM knowledge base repository, IIUM Website and Blogs
		Experience Presentation	1. Encourage experts to present and share working experience	1. Live event
6	Corporate Memory	Historical News / Photos	1. Keep and share relevant information	1. IIUM media repository for knowledge capture and knowledge sharing 2. iPerform
		Recording of University Events		
		University data		
7	University Knowledge Assets	Library collections, i.e. books, theses, manuscript, faculty publications, online databases	1. Catalogue, maintain and share to increase usage	1. OPAC 2. Digital Library 3. Online Databases 4. EDS 5. IIUM Digital Manuscripts
8	Common interest groups, e.g CoP, Project groups	Physical group discussion	Discussion space, Knowledge Café, Round-table discussion	1. IIUM email, Staff portal, IIUM Website
		Virtual group discussion	Online forum	1. Google groups or any other suitable online forum platforms

		Information on groups and their activities	Website / blog	1. IIUM Website and Blogs
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