

OWNER: CUST-DEV2	ISSUE DATE: 13/12/2010	VERSION: 1.01
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>DLV-0.1-1_Knowledge Management</p>		
<p>CUST-DEV2 [REMOVED]</p>		

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
DOCUMENT HISTORY	

DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.02	13/08/2010	Submitted for Information	I	All
0.10	09/09/2010	Submitted for Review	R	All
0.11	25/10/2010	Internal Review after implementation of review comments	R	All
0.12	25/10/2010	Submitted for Information		
0.13	09/11/2010	Internal Review	I/R	All
1.00	15/11/2010	Submitted for Acceptance		
1.01	13/12/2010	Re-Submitted for Acceptance		

(*) Action: I = Insert R = Replace

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
TABLE OF CONTENTS	

TABLE OF CONTENTS

DOCUMENT HISTORY	2
TABLE OF CONTENTS	3
LIST OF TABLES	4
TABLE OF FIGURES	5
1 INTRODUCTION	6
1.1 Scope	6
1.2 References	6
1.3 Acronyms and Abbreviations	6
2 PROCESS OVERVIEW	7
2.1 Process Goal	7
2.2 Knowledge Management Boundaries	7
3 ROLES AND RESPONSIBILITIES	8
3.1 Roles	8
4 THE KNOWLEDGE MANAGEMENT PROCESS	9
4.1 Trigger Event	9
4.2 Procedure Input	9
4.3 Knowledge Management Database	9
4.4 Procedure Flow	10
4.5 The Procedure	11
4.6 Output	12
4.7 Exit Criteria	13

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
LIST OF TABLES	

LIST OF TABLES

Table 1-1: Reference documents..... 6

Table 3-1: Roles and Responsibilities..... 8

Table 4-1: Knowledge Management description 12

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
TABLE OF FIGURES	

TABLE OF FIGURES

Figure 4-1: Knowledge Management Flow 10

CUST-DEV2	REF: DLV-0.1-1-ANNEX 03
KNOWLEDGE MANAGEMENT	
INTRODUCTION	

1 INTRODUCTION

1.1 Scope

In the scope of the Contract, CUST-DEV2 will develop a knowledge database to ensure that all knowledge obtained during the project is centralised. This enables new people on the team to get up to speed quickly with the project, and it ensures that no knowledge or information is lost.

The standard working process is:

- Knowledge is obtained through contact with DG TAXUD or work on the projects;
- Knowledge is documented in meeting minutes and the knowledge database;
- Actions are recorded in the Action List.

This procedure is applicable for any kind of information and knowledge obtained related to the CUST-DEV2 program.

1.2 References

RD#	Title	Originator	Version	Date
[RD1]	TEMPO - Glossary of Terms (tmp-gen-gls)	DG TAXUD/R4	2.04-EN	01-Aug-07

Table 1-1: Reference documents

1.3 Acronyms and Abbreviations

Please refer to the ‘Annex 19 – Acronyms and Abbreviations’.

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
PROCESS OVERVIEW	

2 PROCESS OVERVIEW

2.1 Process Goal

The Knowledge Management Process is in place to ensure that no knowledge is lost on CUST-DEV2. It enables existing team members to get up to speed with knowledge related to other projects under the Framework Contract, and new team members to gain a thorough understanding of the CUST-DEV2 framework contract and its specific projects.

This process falls under WP.0.5.5, and has no specific deliverables linked to it in the Framework Contract.

2.2 Knowledge Management Boundaries

Knowledge Management includes:

- Management of knowledge obtained through meetings;
- Management of knowledge obtained through project work;
- Management of an action list based on knowledge obtained through meetings and project work.

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
ROLES AND RESPONSIBILITIES	

3 ROLES AND RESPONSIBILITIES

3.1 Roles

Role	Responsibility
CUST-DEV2 Team Member	<p>Each CUST-DEV2 Team Member is responsible to:</p> <ul style="list-style-type: none"> • Record meeting minutes and put them in the content management tool; • Record actions and update the action list; • Record knowledge in the knowledge database.

Table 3-1: Roles and Responsibilities.

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
THE KNOWLEDGE MANAGEMENT PROCESS	

4 THE KNOWLEDGE MANAGEMENT PROCESS

4.1 Trigger Event

The knowledge management procedure is triggered by the reception of information. This information can come from many sources, such as meetings, FAQs, articles, standards, best practice guidelines, training material on tools, techniques and applications, material on business aspects, technical references.

4.2 Procedure Input

The input for this procedure is the knowledge obtained through the various possible methods, listed in section 4.1. This can be, amongst others in the form of meeting minutes, or general knowledge obtained.

4.3 Knowledge Management Database

CUST-DEV2 performs knowledge management using a Knowledge Management Database based on the wiki-principle. A wiki library is a document library in which users can easily edit any page. The library grows organically by linking existing pages together or by creating links to new pages. If a user finds a link to an uncreated page, he or she can follow the link and create the page.

This knowledge management tool is accessible to all CUST-DEV2 team members in all locations. It is used to gather all information received by CUST-DEV2 on, amongst others, processes, standards, applications and systems.

4.3.1 Processes

Process descriptions provide the following:

- Introduction to the process;
- Applicability of the process;
- Process flow;
- Process description (of each step of the flow, including inputs, description and outputs);
- Useful documents and links.

4.3.2 Applications & Systems

Application and System pages in the knowledge database provide the following:

- Introduction of the application / system;
- Scope of the application / system;
- Known incidents;
- Potential improvements (that feed into the Continuous Service Improvement Programme, described in Annex 15 – Quality Management of the Framework Quality Plan);

- Training materials (obtained or created throughout the programme);
- Useful documents and links.

4.4 Procedure Flow

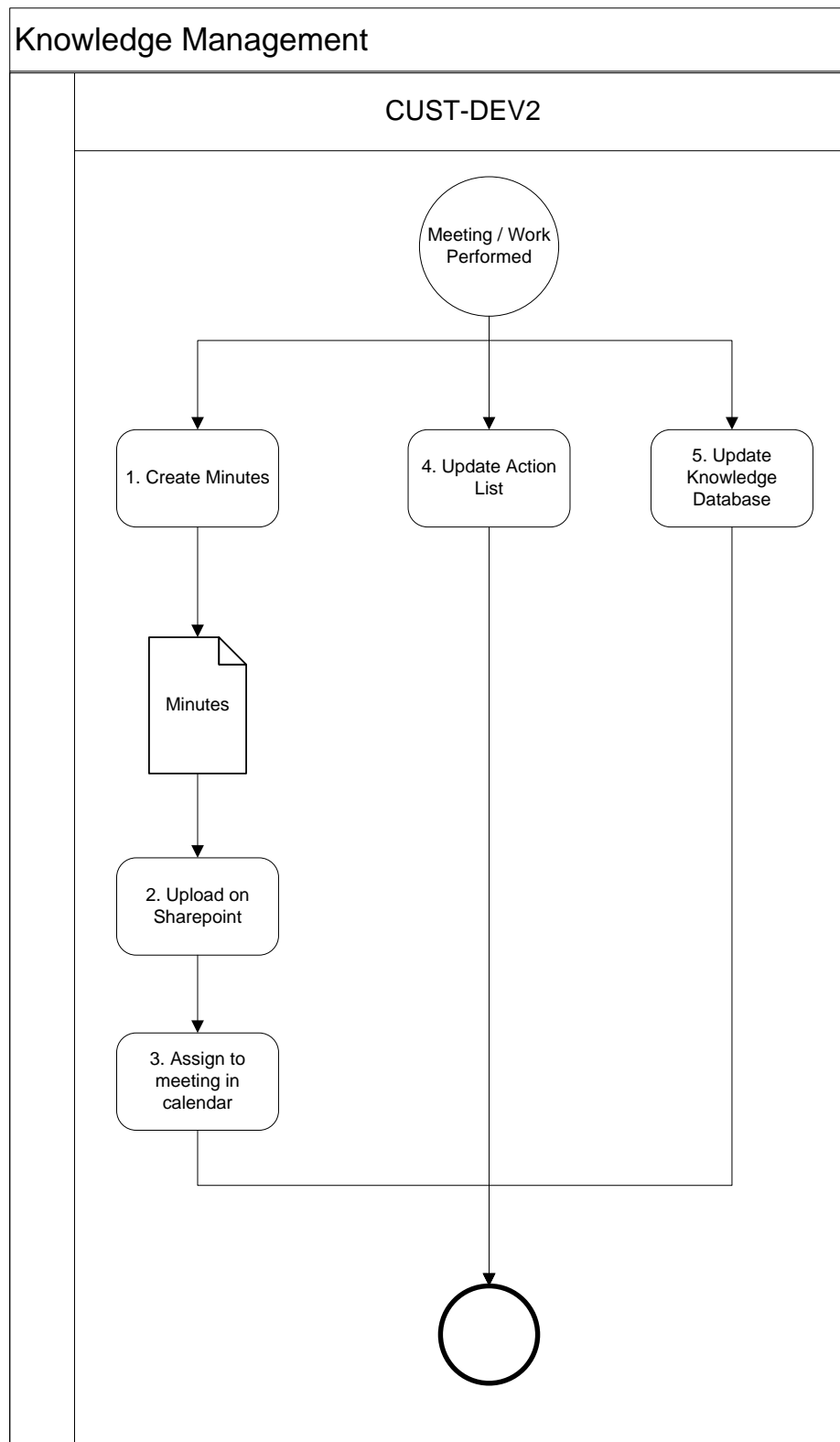


Figure 4-1: Knowledge Management Flow

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
THE KNOWLEDGE MANAGEMENT PROCESS	

4.5 The Procedure

Business Process	Knowledge Management
Scope	CUST-DEV2 Framework Contract TAXUD/2010/CC/100

Step	Knowledge Management
1.	Create Minutes
	<u>Input:</u> Notes from meeting
	<u>Step description:</u> The notes from the meeting are consolidated in the meeting minutes template
	<u>Output :</u> Meeting Minutes document
2.	Upload on SharePoint
	<u>Input:</u> Meeting Minutes document
	<u>Step description:</u> The Meeting Minutes document is uploaded on SharePoint. The location to be used is: Specific Contract XX / Project Management / Meetings / YYYYMMDD – Meeting Subject
	<u>Output:</u> <ul style="list-style-type: none"> Meeting Minutes document on SharePoint.
3.	Assign to meeting in calendar
	<u>Input:</u> Meeting Minutes document on SharePoint
	<u>Step description:</u> Open the meeting in the calendar tool and assign the meeting minutes to the meeting. This ensures that each meeting has minutes linked to it.
	<u>Output:</u> Calendar entry with meeting minutes
4.	Update Action List
	<u>Input:</u> Meeting Minutes document

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
THE KNOWLEDGE MANAGEMENT PROCESS	

	<u>Step description:</u> Update the action list with new actions to be taken and other actions to be updated. Possible status for each action: <ul style="list-style-type: none"> • Open: the action is yet to be completed; • Closed: the action is completed.
	<u>Output:</u> Updated action list
5.	Update Knowledge Database
	<u>Input:</u> <ul style="list-style-type: none"> • Knowledge obtained through the various methods described in section 4.1; • Action List.
	<u>Step description:</u> All knowledge obtained throughout the project is logged in the knowledge database. CUST-DEV2 uses the wiki-principle to manage the knowledge database, ensuring each team member can add knowledge in a user-friendly and maintainable way. This knowledge database is accessible via a web interface by all team members in all locations. The following categories are used in the knowledge management database: <ul style="list-style-type: none"> • Applications & Projects (e.g. TARIC3, DDS2); • Processes (e.g. Application Management, Take Over).
	<u>Output:</u> Updated Knowledge Database, amongst others with: <ul style="list-style-type: none"> • New information added to existing pages; • New pages added on new topics; • New links to documents.

Table 4-1: Knowledge Management description

4.6 Output

The procedure produces the following outputs:

- Meeting Minutes;
- Action List Updates;
- Knowledge Management Database Updates.

These outputs are used to manage the knowledge in CUST-DEV2. They enable CUST-DEV2 to bring new people on board efficiently. After receiving the knowledge transfer on the processes used by CUST-DEV2, new team members are able to obtain all

CUST-DEV2	REF: [REMOVED]
KNOWLEDGE MANAGEMENT	
THE KNOWLEDGE MANAGEMENT PROCESS	

application / system related knowledge for their domain through the knowledge management database.

4.7 Exit Criteria

The exit criteria for the Knowledge Management Procedure are:

- Meeting Minutes for each meeting recorded on SharePoint;
- Meeting Minutes are linked to the calendar entry on SharePoint;
- Knowledge Management Database is updated with newly obtained knowledge.