

IRS KM Evolution

Past

Capture knowledge at high-risk of loss due to attrition

Present

Ingrain Knowledge Management activities into agency work processes

Future

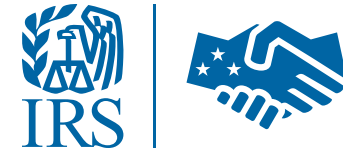
Leverage changes in technology to elevate knowledge transfer

Our Mission:

Through KMT solutions and services, provide centralized, on-demand access to the institutional knowledge and expertise employees need to perform their jobs and enhance the taxpayer experience.

Our Vision:

Position the IRS as a leading knowledge sharing organization, transforming the way we think about and transfer institutional knowledge utilizing Virtual Library Knowledge Bases as the foundation to support and enhance the employee experience; fostering a Servicewide culture of collaboration, to operate more efficiently and better serve taxpayers.



Knowledge Management at the IRS

Investing in our workforce to put taxpayers first



Internal Revenue Service

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Elevating Knowledge Transfer

ORGANIZATION



Succession planning and prioritizing knowledge capture needs based on organizational needs.

Organizational Approach

- Establish Best Practices to effectively meet Taxpayer needs.
- Invest resources in developing technological solutions to enable knowledge transfer.
- Prioritize knowledge transfer activities as a measurable commitment from leadership.

TEAMS



Documenting team processes, developing job aids and sharing best practices.

Team Approach

- Develop common platforms for subject matter expert resource sharing.
- Create Communities of Practice (CoPs) within common subject areas
- Create Lessons Learned of ongoing and completed projects.
- Maintain a system of metrics to capture effectiveness of KM initiatives.

INDIVIDUALS



Documenting and retaining critical internal expertise to share with temporary or permanent successors.

Individual Approach

- Document expertise in both high level overviews and in-depth coverage of a program, project or task.
- Subject matter experts add best practices to a common shared platform and review content consistently.
- Utilize best practice documentation and provide feedback on updated processes.