



**LIMPOPO**


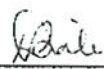
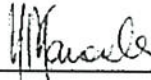

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

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**DEPARTMENT OF  
CO-OPERATIVE GOVERNANCE,  
HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS**

**INTERNAL COMMUNICATION AND  
KNOWLEDGE MANAGEMENT FORUM POLICY**

**5<sup>th</sup> Version: Final**

POLICY TITLE	INTERNAL COMMUNICATION AND KNOWLEDGE MANAGEMENT FORUM POLICY
COMPILED BY :	INTERNAL COMMUNICATION AND KNOWLEDGE MANAGEMENT DIVISION   _____ MANAGER : IC & KM DIVISION  13/08/2012 _____ DATE
ACKNOWLEDGED BY :	   _____ CHIEF INFORMATION OFFICER  13/08/2012 _____ DATE
ADOPTED BY :	   _____ HEAD OF DEPARTMENT  17/10/2012 _____ DATE
APPROVED BY:	   _____ MEMBER OF THE EXECUTIVE COUNCIL  18/10/12 _____ DATE

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## **1. PREAMBLE**

1.1 The Department of Co-operative Governance, Human Settlements and Traditional Affairs (CoGHSTA) has seen the importance of establishing the Internal Communication and Knowledge Management Forum to encourage staff to share ideas and thereby improving staff retention rates by recognising and rewarding the value of employee's knowledge. It encourages staff to get the most value from an organisation's intellectual assets by sharing information and knowledge which serves as a foundation for collaboration.

1.2 This policy strives to ensure that there is a guided and managed sharing of created knowledge facilitated through the Internal Communication and Knowledge Management Forum.

## **2. PURPOSE**

The purpose of this policy is to provide guidelines on the implementation and management of the departmental Internal Communication and Knowledge Management Forum for knowledge creation process.

## **3. OBJECTIVES**

3.1.1 To enhancing the constitutional right of employees to access information and make information available on request.

3.1.2 To encourage a knowledge- sharing environment and improve information and knowledge co-ordination between Strategic Business Units.

- 3.1.3 To communicate top management decisions to all staff members.
- 3.1.4 To share best practices and information and enable the Department to develop as a learning organization.

#### 4. DEFINITION OF CONCEPTS

- 4.1 **“Alternates”** means reliever for a champion who is at the level of Manager, Deputy Manager or Assistant Manager.
- 4.2 **“Champions”** means an employee at the level of Manager, Deputy Manager or Assistant Manager nominated, delegated or volunteered from the Strategic Business Unit who is recommended by the Senior Manager and participate in the Internal Communication and Knowledge Management Forum.
- 4.3 **“Department”** means Department of Co-operative Governance, Human Settlements and Traditional Affairs.
- 4.4 **“Employee”** means a person who works for the Department of Co-operative Governance, Human Settlements and Traditional Affairs and who receives, or is entitled to receive remuneration in terms of the Public Service Act, 103 of 1994.
- 4.5 **“Executive management”** means a team of individuals which comprise of the Head of Department , All Senior General Managers, Chief Information Officer , Chief Financial Officer , Senior Manager HOD Office , Senior Manager Strategic Planning and Senior Manager Risk Management at the highest level of Department of Co-operative Governance, Human Settlements who have the day-to-day responsibilities of managing the department.

4.6 **“Internal Communication and Knowledge Management Forum”** means an internal communication and knowledge creation facilitation forum composed of representatives from various departmental Strategic Business Unit's.

4.7 **“Knowledge centre”** means a place on the departmental intranet used to share individual, group and institutional memory.

4.8 **“Notice display frames”** means aluminium picture frames and notice boards placed at strategic areas in the department for displaying information.

## **5. LEGISLATIVE FRAME WORK**

This policy derives its mandate from the following legislation or prescripts:

5.1 Constitution of the Republic of South Africa, 1996. (Act no 108 of 1996).

5.2 The Promotion of Access to Information Act (PAIA), 2000 (Act no 2 of 2000).

5.3 Public Service Act, 1994 (Act 103 of 1994).

5.4 Government Communicator's Handbook, 2010/2011

5.5 Limpopo Knowledge Management Indaba - Report on the Knowledge Management Scoping Exercise Project, 2012,

## **6. SCOPE OF APPLICATION**

6.1 The policy applies to all CoGHSTA employees.

6.2 This policy covers operation of Champions from various Departmental Strategic Business Units on the Internal Communication and Knowledge Management Forum.



## **7. POLICY CONTENT**

### **7.1 Internal Communication and Knowledge Management Forum**

Internal Communication and Knowledge Management Forum is composed of:

- 7.1.1 Nominated Strategic Business units' champions
- 7.1.2 Nominated Strategic Business units' alternatives

### **7.2 ROLE OF CHAMPIONS**

**The role of champions of:**

- 7.2.1 To act as information points of contacts within Strategic Business Units.
- 7.2.2 To identify success stories for knowledge sharing.
- 7.2.3 To provide requested information to the forum.
- 7.2.4 To provide best practices to the forum secretariat.
- 7.2.5 To participate in Forum meetings facilitated by Communication Strategic Business Units.

### **7.3 KNOWLEDGE CENTRE**

- 7.3.1 There shall be regular updating of Knowledge centre by Communication Strategic Business Units.
- 7.3.2 Champions shall provide content to Communication Strategic Business Units to be placed on the Knowledge centre on monthly basis.

7.3.3 Content on the Knowledge centre shall be approved by the relevant Strategic Business Units and recommend by the Chief Information Officer.

#### **7.4 NOTICE DISPLAY FRAMES**

7.4.1 There shall be regular monitoring and updating of display notices by Communication Services Strategic Business Units.

7.4.2 Staff members shall provide content to Communication Services Strategic Business Units to be placed on Notice Displays Frames.

7.4.3 Unauthorized information on Notice Displays shall be removed by Communication Services Strategic Business Units.

#### **8. ADMINISTRATION OF THE POLICY**

8.1 The Head of Department must ensure that the Senior Manager has an effective support structure which is the Internal Communication and Knowledge Management division, to fulfill functions in terms of this policy.

#### **9. NON-COMPLIANCE**

Any person or entity found to be in violation of this policy shall be subject to disciplinary action, up to and including termination of employment or services in line with the departmental disciplinary code and procedures policy.

#### **10. DATE OF IMPLEMENTATION**

This policy shall be effective upon approval by the MEC.





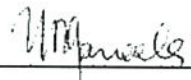

**11. TERMS OF REVIEW**

The policy shall be reviewed annually.

**12. EFFECTIVE DATE OF THE POLICY**

This policy comes into effect from the date of approval.

**13. ADOPTION / NON ADOPTION**

<b>POLICY TITLE</b>	<b>INTERNAL COMMUNICATION AND KNOWLEDGE MANAGEMENT FORUM POLICY</b>
<b>COMPILED BY :</b>	<b>INTERNAL COMMUNICATION AND KNOWLEDGE MANAGEMENT DIVISION</b>  _____ <b>MANAGER : IC &amp; KM DIVISION</b> <span style="float: right;"><u>13/08/12</u> DATE</span>
<b>ACKNOWLEDGED BY :</b>	 _____ <b>CHIEF INFORMATION OFFICER</b> <span style="float: right;"><u>14/8/2012</u> DATE</span>
<b>ADOPTED BY :</b>	 _____ <b>HEAD OF DEPARTMENT</b> <span style="float: right;"><u>17/10/2012</u> DATE</span>
<b>APPROVED BY:</b>	 _____ <b>MEMBER OF THE EXECUTIVE COUNCIL</b> <span style="float: right;"><u>18/10/12</u> DATE</span>