

**Parameters for assessment of IT related  
Business Improvement Project on Knowledge Management**

- (a) A medium to long-term analysis of the agency's key successful factors and how the proposed KM system contributes towards the success of the agency;
- (b) a detailed resource plan, including manpower investment on effecting cultural change within the organization for implementing the KM project;
- (c) a detailed schema on how the agency processes knowledge mapping and information resources management, with a view to uplifting the use of KM system from serving as an electronic resources library to an intelligent user interface with content analysis engine and platform for sharing practice wisdom and knowledge;
- (d) the agency's communication plan for working across boundaries, involving staff at all spectrums and levels for preparation of project implementation;
- (e) measures to sustain the sharing culture within the organisation and to ensure that the KM system be used as an effective tool for knowledge building and sharing;
- (f) a detailed cost and benefit analysis, and mechanism for tracking success and developing new knowledge;
- (g) detailed information on the agency's existing infrastructure, IT systems, and overall IT planning and strategy to assess the maturity of IT development of the organization in support of the KM system;
- (h) measurable output and outcome indicators to assess the usefulness and effectiveness in improving an agency's service delivery; and
- (i) the extent of sharing the application to other NGOs in the sector.

Priority of funding support would be accorded to applicant NGOs with solid plans for meeting the proposed parameters.