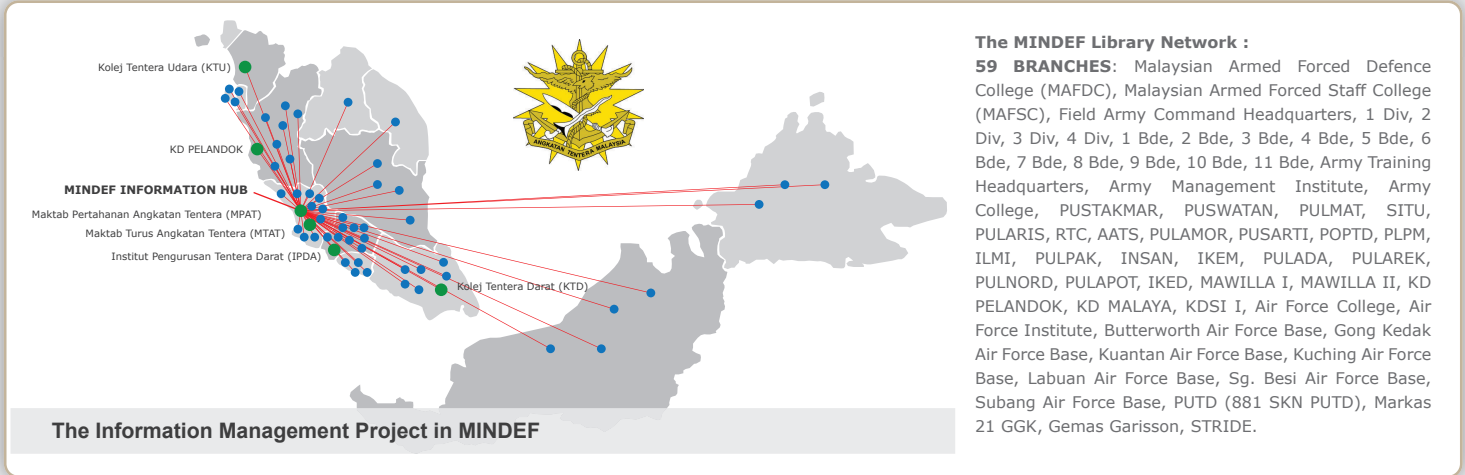


INFORMATION MANAGEMENT TO KNOWLEDGE MANAGEMENT : THE ROAD AHEAD FOR THE MALAYSIAN ARMED FORCES PERSONNEL

Case Study

Situation

There was a need to develop the MINDEF Library as the Information Hub that connects to all of its 59 branches, and enable users to access their information resources and the digital library services from their base camps, homes or even from remote locations on a 24 hour basis.



At a Glance

- The MINDEF Library aspires to be a modern and excellent centre for military knowledge that enhances the Arm Forces vision and mission.
- The Library coordinates the collection development and management of all 59 MINDEF branch libraries in the country, supported by 200 professionals, semi-professionals and non-professional staff managed by Colonel Zulkefli Abdullah.
- To-date there is a collection of about 200,000 materials in the form of books, theses, maps, CDs, periodicals, e-books and online publications.

The Information Management (IM) Project

In Nov 2007. MINDEF embarked on the Information Management(IM) project, with the implementation of ILMU™ PERDANA and Multimedia Objects Manager (MOM). The IM project was successfully launched with the central library and 6 branch libraries as its initial members.

There was a need to identify knowledge that had been accumulated throughout the implementation of the IM project, and to apply the accumulated knowledge, such that the effectiveness and efficiency of the future phases of the IM project can be further enhanced and sustained.

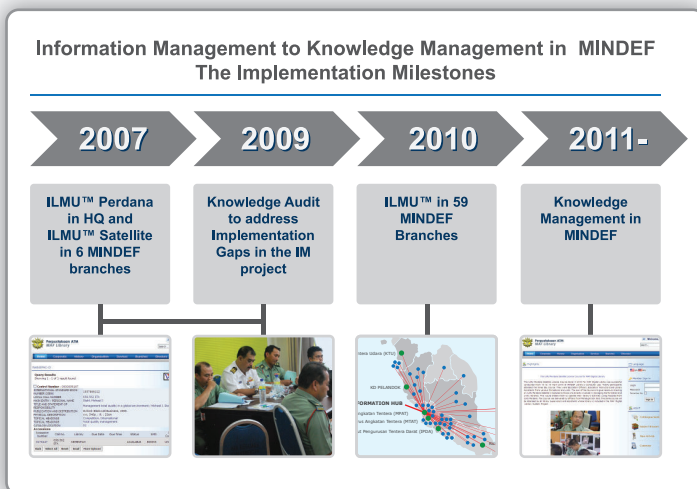
In Jan 2009. MINDEF embarked on a 'Knowledge Audit' exercise focusing on their IM project.

It's main objectives were :

1. To identify knowledge assets (policies, digital content, checklist, tacit knowledge - experiences, decision making skills, etc.) gained from the implementation on the IM project, and
2. To identify implementation gaps and possible solutions to bridge these gaps .

In July 2009. With the experiences and best practices gained, the organization commenced implementation of the IM Project to the remaining 59 branches throughout the country.

The IM project for the 59 MINDEF branches is currently in progress, due to complete by end 2010.



The Knowledge Management(IM) project is one of the Armed Forces' long term strategies to liberalize knowledge to their personnel, and eventually, pave the road ahead to managing knowledge for the Armed Forces.

Benefits

- ★ Free access to information and knowledge in the MINDEF Library by all personnel serving in the defense sector and their families.
- ★ The IM project had paved the way to the sharing of information and knowledge resources amongst the military personnel by using the central Information Hub as the gateway to information resources.
- ★ The IM project had complemented the learning organization culture that is prevalent in the Armed Forces.