

**Guidelines on Types of Knowledge, Format, Method and Technology Platform
For Capturing and Sharing of Knowledge**

No	Knowledge Types	Format	Method	Technology Platform
1	Work Processes which contribute to IIUM strategic performance	Procedures	Keep official documents in online repository	<ul style="list-style-type: none"> • IIUM Website • Staff Portal • Google Drive • IIUM knowledge base repository
		Standard		
		Guidelines		
		Work Instruction		
2	How-to Knowledge	User Manual	Keep and share relevant information online	IIUM knowledge base repository
		Technical Guide		
3	Lesson Learnt	Project Document	Share relevant information in employee on-board training contents	<ul style="list-style-type: none"> • Staff Portal • Staff e-Learning platforms • IIUM knowledge base repository
			Share relevant information to members of new projects	
		Event post-mortem	Share relevant information via awareness activities	
4	Knowledge of IIUM Experts	Academic Publication	Deposit publication details with evidence	IIUM Institutional Repository (iREP)
		Mentor-mentee assignment	Assign new/junior employee as a mentee to one mentor for a duration of time	Suitable monitoring tool
			Assign new/junior employee to record and share the knowledge gained in the mentor-mentee assignment	IIUM knowledge base repository
		Experience Write-Ups	Encourage experts to record and share in writing working experience	<ul style="list-style-type: none"> • IIUM knowledge base repository • IIUM Website • IIUM Blogs
		Experience Presentation	Encourage experts to present and share working experience	Live event (face to face or online)
5	Corporate Memory	Historical News / Photos	Keep and share relevant information	IIUM knowledge base repository
		Recording of University Events		
6	University Knowledge Assets	Library collections, i.e. books, theses, manuscript, faculty publications, online databases	Catalogue, maintain, share and promote to increase usage	<ul style="list-style-type: none"> • OPAC • Digital Library • Online Databases • EDS • IIUM Digital Manuscripts
7	Common interest groups, e.g CoP, Project groups, Special Interest Group, etc	Physical group discussion	<ul style="list-style-type: none"> • Discussion space • Knowledge Café • Round-table discussion • Knowledge transfer/sharing • Online forum 	<ul style="list-style-type: none"> • IIUM Email • IIUM Website • IIUM Blogs • IIUM Official Social Media • Suitable online forum tools
		Virtual group discussion		
		Information on groups and their activities	Capture and share relevant information online	
8	Staff and Student Activities	Information on groups and their activities	Capture and share relevant information online	<ul style="list-style-type: none"> • IIUM Website • IIUM Blogs • IIUM Knowledge base repository • IIUM Official Social Media