**Knowledge Management Sustainability Tracker TEMPLATE**

**What is this?**

This document outlines a systematic and intentional approach to managing the transfer of skills and knowledge in order to support sustainable organizational outcomes. Each section has a brief description of what should be contained in it.

**When should this be used?**

This tool is intended to be used throughout the tenure of a staff member from the beginning of their tenure to the end. Even if the document cannot be completed at the beginning of a role, it can be updated at any time during the role and plays a role in supporting a systematic and intentional approach to sustainable knowledge transfer.

**Who should use this tool?**

Any staff member that wishes to be systematic and intentional in their efforts to share skills and knowledge with their colleagues. This includes staff who are in time-limited positions or secondments such as advisors within missions. If you are a primary user of the tool, i.e. someone who plans on sharing knowledge and building capacity in their work, then read the Primary User section below. If you are a Manager, please read that section about how best you can support your colleague in using this tool effectively.

**More Resources:**

[Managing Staff Transitions Through CLA: Preserving Institutional Memory as Staff Come and Go](https://usaidlearninglab.org/library/managing-staff-transitions-through-cla-preserving-institutional-memory-staff-come-and-go?utm_source=slider&utm_medium=slider&utm_campaign=staff_transitions): This tool provides key principles, actions and resources that Missions, OUs, offices, and teams can follow to systematically manage staff transitions and to ensure that institutional memory is preserved and there remains a continuity of relationships as staff come and go.

[Handover Template:](https://docs.google.com/document/d/1Z4gozmO7qlCs2NTjF-ka4Q_NF1LRc3Ve_BWtE6bljW4/edit) This tool provides brief instructions on how to capture and detail key duties, documents, regular meetings, reporting responsibilities, key relationships, and lessons learned or opportunities as they exit or transition off a role.

**Primary User:**

The below instructions are for the primary user of the tracker. If you are a manager see the separate set of tips below.

*Within the two weeks on arrival in post or beginning your role:*

* **Prepare the Tracker**
  + Gather all necessary information and documentation needed to fill out the Knowledge Sustainability Tracker.
  + Complete Sections A (Role) within the first week of starting role.
  + Provide an initial draft of the Section B (Sustainability Planning). This will be updated, so don’t worry if it’s not comprehensive at this time.

*Every month, set a regular reminder on your calendar for 30 minutes of time to review and update your records*

* **Review the Tracker**
  + Review Sections A in case anything has changed.
  + Focus on updating Section B. Add the date of the update and provide as much detail to capture which knowledge is transferred and to whom. Include relevant links as necessary for additional information. The idea of section B is to identify potential opportunities for building the skill or knowledge base of colleagues or stakeholders. This may be information related to your technical skillset such as a particular software package or type of knowledge such as information about how to facilitate a particular approach.

*Four Weeks Prior to Departure:*

* **Conduct and Document the Tracker**
  + Complete Section C (Departing) four weeks prior to departure.
  + Share the complete document (or at least section C) with relevant colleagues, including Foreign Service Officers, Foreign Service Nationals and Third Country Nationals, who will take over particular tasks, activities or resources. Schedule a meeting, if appropriate, to discuss any questions.
  + Discuss with your successor, if known, key points regarding your experience to share important lessons and information contained in the tracker.
* **Share/ Distribute the Tracker**
  + Provide a copy of the document to your successor, supervisor and relevant cross-departmental contacts including those in relevant technical or central pillar bureaus in USAID/Washington or a regional mission as necessary.

**Manager:**

If you are a manager or team lead for the primary user of this document, here are a few tips to support the effective use of the tracker:

* **Induction of staff member**
  + Provide sufficient time for the primary user to complete section A and B of the tracker and allow time for questions to be asked of you and colleagues in order to complete it as comprehensively as possible.
* **Ongoing management**
  + Allow time for the primary user to review the tracker on a monthly basis; consider including this item in any recurring monthly check-in you have in case the primary user has questions.
  + Consider including the completion and review of this tracker in any performance related goals to align.
* **Preparation for departure of staff member**
  + Allow time for the primary user to add and update the tracker the month prior to departure.
  + Conduct a separate exit interview with the departing staff member to obtain feedback on their experience. INtegrate any feedback into the onboarding or role of the successor as appropriate.
* **Post-departure / Onboarding of successor**
  + File the document
  + Update the document for the next successor based on new information as needed.
  + Introduce the departing primary user and successor if possible to discuss the tracker and answer any questions or gaps.

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| **KNOWLEDGE SUSTAINABILITY TRACKER** | | | | | | | |
| **SECTION A - Role** | | | | | | | |
| *This section provides basic information about your role* | | | | |
| **Employee Name** | Joe Bloggs | | **Employee Position** | Specialist |
| **Operating Unit/Office** | Dept A | | | | | | |
| **Start Date** | January 1, 1900 | |  |  |  |  |  |
| **Supervisor** | Erika Mustermann | |  |  |  | | |
| **No. of people I supervise** | None | |  |  |  | | |
| **Work Folder Location (include any comments as needed)** | www.link.usaid.gov | | | | | | |
| **Link to Job Description / SOW** | www.link.usaid.gov | | | | | | |
| **Link to Key Job Resources** | **Name** | **Explanation** | | **Link** | | | |
| Team Google Drive | This is the main general Google drive team folders | | www.link.usaid.gov | | | |
| Team Background Info | This is the folder with background information on project X | | www.link.usaid.gov | | | |
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| **SECTION B - Sustainability Planning** | | | | | | | |
| *This section is intended to help guide knowledge transfer and uptake during the tenure of your role. It should be updated periodically with information as it becomes known including if plans change or need to be adapted; this information can be noted in the status column.* | | | | | | | |
| **Staff colleague or stakeholder to be engaged** | **Knowledge/Skill to be transferred by end of role** | **Purpose of knowledge/skill for intended recipient** | **Additional Documents Required - *include relevant planning and execution documents*** | **Date Updated / Status - *provide the date of the update and details on the status*** | | | |
|  |  |  | *Work file location:* | *Start*  *In Progress*  *Discontinued*  *Details:* | | | |
| Rajwinder Kaur | Provide information and training on quantitative social network analysis (SNA) | To enable Rajwinder to conduct SNA for the team moving ahead | *Work file location: link.usaid.gov* | *Start*  *Details: Have set up a kick-off meeting and sent background resource documents at the link.* | | | |
| Kovács János | Share information on how to use NVIVO and co-analyze qualitative training survey data | To enable Kovács to use NVIVO software to analyze future training survey data | *Work file location: link.usaid.gov* | *In Progress*  *Details: We have created a schedule and training plan.* | | | |
| **SECTION D - Departing** | | | | | | | |
| **KNOWLEDGE HANDOVER TO:** | | | | | | | |
| *This section is intended to help guide knowledge transfer and uptake following your tenure.* | | | | | | | |
| **Reason for Handover (Circle)** | Scheduled Leave | Reassignment | Resignation/Retirement | Other, specify |  | | |
| **Work Folder Location (include any comments as needed)** | link.usaid.gov | | | | | | |
| **Contact information after departure** | **Personal Email/phone** | **+1 234 567 8910** | email@email.com | **LinkedIn profile** | **link.linkedin.com** | | |
| **JOB ACTIVITIES** | | | | | | | |
| **Duties / Tasks to be handed over** | **Action Taken / Progress to date** | **Responsible Party/ies moving ahead** | **Documents Required - *ensure Google Folder Access is handed-off*** | **Status - any considerations or additional next steps for their ability to manage** | | | |
|  |  |  | *Work file location:* | *Start*  *Stop*  *Continue*  *Details:* | | | |
| Support ongoing project management for activity E | This is an activity that ends in 2020 and requires ongoing management of personnel, tasks and deliverables | Specialist. | *Work file location: link1* | *Continue*  *Details: This work will need to continue until the end of the planned activity in 2020* | | | |
| Conduct ongoing quantitative analysis for activity F | This is ongoing analysis of survey data produced by the activity to feed into | TBD | *Work file location: link2* | *Continue*  *Details: Depending on the needs of the activity, the exact nature and scope of analysis moving ahead.* | | | |
| **REGULAR MEETINGS** | | | | | | | |
| **Name of meeting** | **Facilitated/Led by** | **Responsible Party Moving Ahead** | **Objective of meeting** | **Members** | **Frequency** | | **Commitments / Role** |
| Team meeting | Me | Unknown | To share important work related updates and progress | Me, Person A and Person B | Weekly | | Create agenda, designature notetaker |
| Office meeting | Director | Director | To share important work related updates and progress | Office A | Every two weeks | | Attendance and any responsibilities as delegated |
| All hands meeting | Mission Director | Mission Director | To share important work related updates and progress | Mission G | Monthly | | Attendance |
| **REPORTING/INPUT TO REPORT** | | | | | | | |
| **Name** | **Owner/Contact** | **Responsible Party Moving Ahead** | **Inputs needed** | **Frequency** | **Links to relevant files** | | |
| Weekly Report | Specialist | Specialist | Need to draft, circulate and send to Team Lead | Every month | link3 | | |
| Quarterly Report | Team Lead | Team Lead | Provide inputs as needed | Every three months | link4 | | |
| **KEY CONTACTS** | | | | | | | |
| **Name** | **Title** | **Responsible Contact Moving Ahead** | **Department/Country/Organization** | **Email** | **Skype/Phone** | **Comments, why are they important** | |
| Person A | Manager | Manager | Mission X | persona@email.com | skypepersona |  | |
| Person B | Team Lead | Team Lead | Mission X | personb@email.com | skypepersonb |  | |
| **SECTOR/TEAM SPECIFIC DETAILS** | | | | | | | |
| **Sector / Team / Office** | **Overview** | **Responsible Party Moving Ahead** | **Key Strengths** | **Key Challenges/Resource Gaps** | **Key Follow-up Areas** | | |
| Economic Growth, MIssion X |  | Person C |  |  |  | | |
| Health, MIssion X |  | Person F or G |  |  |  | | |
| **OPPORTUNITIES/PARTNERSHIPS/LESSONS LEARNED/ RECOMMENDATIONS** | | | | | | | |
| **What three things do you wish you knew before you started the job?** | | | | | | | |
|  | | | | | | | |
| **2.** | | | | | | | |
| **3.** | | | | | | | |
| **What people or opportunities would you recommend I take advantage of in the future?** | | | | | | | |
| *Stakeholder/Item* | *Description, why is this important?* | *Responsible Party Moving Ahead* | *Key Stakeholder, if any* | *Suggested Next Steps* | | | |
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