Experiential Knowledge Capture (Part 2)

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A Step-by-step Process for Systematic Capturing of Operational Experiences and Lessons Learned
Capturing Criteria

- RELEVANT - DEMAND?
- FOCUSED - WELL DEFINED?
- SHAREABLE?
- EASY TO CAPTURE?
- EASY TO VALIDATE?
- AT RISK OF BEING LOST?

Choice of Knowledge Asset/Solution Topic

- What specific problem are you trying to solve?
- How is your Knowledge asset/solution uniquely responding to this problem?
A Step-by-step Process for Systematic Capturing of Operational Experiences and Lessons Learned

**STEP 1**
Identification

**STEP 2**
Capturing

**STEP 3**
Validation

**STEP 4**
Formatting

Planning towards a “Knowledge Asset”

Plan your narrative:

- Title of distinct experience/challenge/question
- Facts
- Interpretation

1. Context and challenge
2. Solutions and actions undertaken
3. Results
4. Lessons learned
5. Recommendations

Source: OKS Certificate program World Bank
STEP 1
IDENTIFICATION

STEP 2
CAPTURING

STEP 3
VALIDATION

STEP 4
FORMATTING
Validation criteria

- Is the operational experience or lesson learned valuable?
- Is the content correct?
- Is it presented in such a way that cannot be misinterpreted?
- Is the language clear and appropriate?
- Does the knowledge asset address a distinct issue or challenge?
- Is enough contextual information provided?
- Are concrete lessons and recommendations included?
- Is there a potential risk (e.g. reputation)?
Validation Types: Who Reviews?

- Management Review
- Validation Committee
- External Expert Review
- Self-Review
- Peer Review
- Crowd-Sourced Review

Six Organizational Structures for Validation

- Management review
- External expert review
- Validation committee
- Peer review
- Self-review
- Crowd-sourced review
Validation Methodologies

- Test
- Group review
- Criteria-based
- Author interview

DRAFT Knowledge Asset

CLEARED

Source: OKS Certificate program World Bank

A Step-by-step Process For Systematic Capturing Of Operational Experiences And Lessons Learned

STEP 1
IDENTIFICATION

STEP 2
CAPTURING

STEP 3
VALIDATION

STEP 4
FORMATTING
STEP 4 FORMATTING

What is formatting?

Formatting: Turning captured content into a standardized format that is sharable, searchable and presentable.

A digital library of distinct knowledge assets, based on actual operational experiences, to inform rapid decision-making and learning.
### Descriptors

#### Elements

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#### Domain specific descriptor 1

[work area, use organizational taxonomy]

#### Domain specific descriptor 2

[work area, use organizational taxonomy]

#### Target audience

[sector specialist, senior management, academia, public, etc.]

#### Keywords:

#### Related materials

[references to other materials/knowledge objects that may be of interest]:

#### Sources (references):

#### Resource person(s):

#### Comes before and after

[sequence of knowledge objects in a series – where applicable]:

#### Remarks:

#### Status

[draft/finished, open/restricted access]:

#### Validation date and validated by:

Source: OKS Certificate program World Bank
Example of Taxonomy

Inter
National

Domestic
(local governments + domestic partners)

Internal
(formal + informal, between staff and departments)
Case Study: “A turning point in India’s sanitation?”

1. Context

• Every day 500 children die in India from diarrheal diseases. 22 million girls do not have access to toilets at school and over 6% of the country’s GDP is lost due to poor sanitation.

• In 2014, 600 million Indians – about half of the population – defecate in the open.

• The Government of India launched the Swachh Bharat Mission (SBM or Clean India Mission) to make India open-defecation free (ODF) and achieve universal sanitation by 2019. Affecting over half of India’s total population, this ambitious mission assumes a massive change in human behavior and sanitation.
**Impact of Sanitation**

**Health Impact**

Health indicators of the need for sanitation interventions

- 46% higher cases of diarrhea among children in non-ODF areas
- 17% higher cases of stunting among children in non-ODF areas
- 78% higher cases of worms in stools of children in non-ODF areas
- 58% higher cases of wasting among children in non-ODF areas
- 48% higher cases of women with lower Body Mass Index (BMI) than normal in non-ODF areas

**Financial and Economic Impact**

In an Open Defecation Free village, each family saves over ₦50,000 per year

- ₦9,024 on account of avoided medical costs
- ₦24,646 on account of time savings
- ₦17,622 on account of value of lives saved
- ₦19,000 (Approx.) increase in property value of an individual household

*Study done by UNICEF in 2013, across 10,219 respondents representing 50,000 rural households across 12 States.*
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Impact by way of lives saved

1.43 crore Disability Adjusted Life Years (DALY) saved due to diarrhea and protein-energy malnutrition by 2019

3,07,162 avoided deaths (lives saved) due to the improvement in sanitation under the Swachh Bharat Mission

Source: OKS Certificate program World Bank

Impact on gender equality

Improved access to sanitation facilities is associated with narrower gaps in years of schooling between girls and boys, as it frees time from household activity and provides a safer and more hygienic environment at schools. Adequate infrastructure matters, and improved sanitation facilities are very strongly associated with narrower gender gaps in labor force participation. Comparing data across the country shows that better sanitation also leads to higher female literacy rates.

10% — reduction in time spent by women involved in household and childcare
1.5% — increase in the proportion of women in the workforce
1.4% — increase in real GDP

Source: CEF
2. Knowledge related challenges

- **Knowledge Sharing of good practices and local lessons** to stop open defecation are a critical engine to the SBM project and its outcome areas.

  ✓ How to Identify local sanitation solutions (institutional, behavioral, and technical);

  ✓ How to Share and replicate good practices and solutions at scale within and between states and at the national level;

  ✓ How to Improve collaboration and adaptive learning among project implementers and different government agencies and partners;

  ✓ How to Institutionalize systematic knowledge management and learning processes on behavior change in sanitation

Source: OKS Certificate program World Bank

The SMB Knowledge Asset Repository

[The image of the SMB Knowledge Asset Repository]

https://sujal-swachhsangraha.gov.in/
Swachh Bharat Mission (Gramin)

SBM(G) Progress Update

Rural India has crossed the mark of 90% sanitation coverage, 8.2 crore toilets having been constructed since the launch of SBM in 2014. 4.2 lakh villages, 434 districts and 19 States/UTs have been declared ODF.

Source: OKS Certificate program World Bank

Example from Kenya

(Kenya's Council of Governors)

http://Maarifa.cog.go.ke
Strengthening Knowledge Sharing at Three Levels

- International
- Domestic (local governments + domestic partners)
- Internal (formal + informal, between staff and departments)