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COURSE BROCHURE

Advanced Knowledge Management in Public Sector Organisations Course

28 June – 9 July 2027
Vienna

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Registered in the United Kingdom and Saudi Arabia

Advanced Knowledge Management in Public Sector Organisations Course

Ref: 327_11166 **Date:** 28 June – 9 July 2027 **Location:** Vienna **Fees:** 10600 GBP

Knowledge Management in Public Sector Organisations is a 2-week training course for public sector directors, policy officers and government knowledge leads, who build an Institutional Memory Continuity Plan for their agency. Ministries and agencies lose policy rationale and casework precedent every time officials rotate, leadership changes or services are restructured, and citizens feel the gap first. Jupiter Prime Training designed this course around that continuity challenge.

Why Knowledge Management in Public Sector Organisations Matters Now

Three pressures shape government knowledge today: frequent rotation and secondment of officials, leadership transitions that reset priorities, and citizen expectations of consistent answers across digital and face-to-face channels. An agency that keeps its institutional memory can explain past decisions, defend policy choices and serve citizens consistently; one that loses it repeats failed interventions, reopens settled questions and gives contradictory guidance. The course draws on ISO 30401 Knowledge Management Systems Requirements, public value thinking and records management practice linked to open data publication.

Who Gains Most from Knowledge Management in Public Sector Organisations

- Directors accountable for continuity of policy advice and casework across leadership changes
- Policy officers who draft briefings, record decision rationale and maintain precedent
- Knowledge and information leads who own repositories, records interfaces and open data links
- Heads of citizen service channels responsible for consistent answers and eligibility guidance
- Strategy and transformation units that coordinate shared problems across several agencies

Agencies that send a policy director, a records or information lead and a service channel head together gain most, since continuity depends on all three.

Knowledge Management in Public Sector Organisations Capabilities

Participants leave able to keep policy rationale, precedent and service answers available to whoever holds a post next.

- Assess critical posts and policy knowledge at risk from rotation — continuity priorities for agency leadership
- Design policy decision logs and precedent libraries — successor officials and auditors
- Specify handover dossiers and exit interviews — directors managing post changes
- Build inter-agency communities of practice — shared policy problems across government
- Apply knowledge base design to citizen service channels — front-line consistency
- Calculate government KM maturity and indicators — executive boards funding continuity

Key Knowledge Management in Public Sector Organisations Terms

- Institutional memory — The accumulated knowledge of why an organisation acts as it does, held in records, systems and the experience of its people.
- Policy decision log — A record of a policy choice, the options considered, the evidence used and the reasons for the final decision.
- Critical post — A position whose sudden vacancy would halt or seriously degrade a public service or policy function.
- Handover dossier — A structured package of open issues, contacts, commitments and context passed from an outgoing official to a successor.
- Retention schedule — A rule set stating how long each class of record is kept and what happens to it afterwards.
- Citizen service knowledge base — A maintained collection of approved answers, scripts and decision trees used by staff serving the public.

Knowledge Management in Public Sector Organisations Day by Day

Day 1: Public Value and Institutional Memory

- Institutional Memory Erosion From Rotation and Restructuring — Service Continuity Risk
- Leadership Transitions in Government — Knowledge Handover Expectations
- Public Value Model — Linking Agency Knowledge to Citizen Outcomes
- ISO 30401 Requirements in a Government Setting — System Boundaries
- Ministry and Agency Stakeholder Landscape — Sponsorship Across Hierarchies

Day 2: Diagnosing Knowledge in Government Bodies

- Policy Knowledge Inventory — Location of Briefings, Precedents and Rationales
- Critical Post Analysis — Roles Where Departure Halts Services
- Knowledge Flow Mapping Across Directorates — Silo and Bottleneck Detection
- Government KM Maturity Assessment — Baseline for Agency Leadership
- Diagnostic Report to the Executive Board — Continuity Investment Case

Day 3: Policy Knowledge Repositories

- Policy Decision Logs — Traceable Rationale for Successor Officials
- Precedent and Ruling Libraries — Consistency in Casework Decisions
- Briefing Note Templates — Rapid Orientation of Incoming Leadership
- Repository Classification by Government Function — Retrieval Speed for Officials
- Version Control and Authoritative Sources — Single Source of Policy Truth

Day 4: Records, Archives and Open Data Links

- Records Management and KM Interfaces — Division of Responsibilities
- Retention Schedules and Disposal Rules — Preservation of Policy Evidence
- Open Data Publication Choices — Transparency and Reuse by Citizens
- Information Classification and Access Levels — Sharing Within Security Limits
- Digital Preservation of Legacy Systems — Continuity After Platform Change

Day 5: Handover and Rotation Protocols

- Structured Handover Dossiers — Continuity at Every Post Change
- Exit Interviews for Departing Officials — Capture of Unwritten Context
- Shadowing and Overlap Periods — Resourcing Knowledge Transfer Between Officials
- Onboarding Briefs for Rotating Staff — Speed to Effective Decisions
- Secondment Knowledge Returns — Learning Brought Back to the Agency

Day 6: Inter-Agency Communities of Practice

- Cross-Government Community of Practice Design — Shared Policy Problems
- Joint Case Clinics Between Agencies — Coordinated Service Responses
- Inspection Practitioner Networks — Consistent Enforcement Judgements
- Inter-Agency Knowledge Sharing Agreements — Terms for Information Exchange
- Senior Civil Servant Sponsorship — Sustained Community Participation

Day 7: Citizen Service Knowledge Bases

- Contact Centre Knowledge Base Design — Accurate Answers at First Contact
- Service Scripts and Decision Trees — Consistent Eligibility Guidance
- Content Ownership Across Service Lines — Update Responsibilities
- Feedback Loops From Front-Line Officers — Content Gaps and Corrections
- Plain-Language Standards for Public Content — Citizen Comprehension

Day 8: Learning From Policy Implementation

- Policy Evaluation Lessons — Design of Future Interventions
- After-Action Reviews for Public Emergencies and Events — Preparedness Improvements
- Lessons Registers for Capital Projects — Avoiding Repeated Overruns
- Peer Reviews Between Agencies — External Challenge to Established Practice
- Evidence Synthesis for Senior Decision-Makers — Informed Policy Choices

Day 9: Measuring and Sustaining Government KM

- Public Sector KM Indicators — Continuity, Reuse and Service Quality
- Knowledge Champion Roles in Directorates — Distributed Ownership
- Cultural Barriers in Hierarchical Bodies — Trust and Permission to Share
- Funding Cases Within Budget Cycles — Sustained KM Resourcing
- Secure Collaboration Technology Choices — Platform Decisions Under Constraint

Day 10: Practising the Institutional Memory Continuity Plan

- Critical Post and Policy Inventory Consolidation — Priority Continuity Domains
- Handover Protocol and Repository Choices — Plan Workstreams Defined
- Inter-Agency Community and Knowledge Base Commitments — Partner Agreements
- Maturity Targets and Indicator Selection — Plan Progress Measures
- Institutional Memory Continuity Plan — Presentation to Agency Leadership

Applying Knowledge Management in Public Sector Organisations After the Course

- Run a critical post analysis for one directorate and introduce handover dossiers for the three posts with the highest continuity risk.
- Start a policy decision log for one live policy file so that its rationale, options and evidence survive the next leadership change.

Knowledge Management in Public Sector Organisations Questions FAQ

What is knowledge management in public sector organisations, and why does it matter now?

It is the practice of keeping policy rationale, precedent and service knowledge available across ministries and agencies. It matters now because rotation, leadership transitions and digital service channels all test whether an agency can act consistently when the people holding its memory move on.

Which roles gain most from knowledge management in public sector organisations?

Public sector directors, policy officers and government knowledge leads gain most. Heads of citizen service channels, records leads and transformation units in areas such as health, municipal services and infrastructure also benefit, because their services depend on continuity.

How does knowledge management in public sector organisations differ from a general corporate knowledge management course?

It addresses government realities that corporate courses leave aside. Rotation of officials, leadership transitions, records retention, open data, inter-agency sharing and citizen service knowledge bases shape every method taught, rather than profit, competition or product cycles.

What will you bring back from knowledge management in public sector organisations?

You bring back a continuity plan for your agency covering critical posts, handover protocols, policy repositories and citizen service knowledge. It also includes maturity targets and indicators that you can present to your leadership within weeks of returning.

Knowledge Management in Public Sector Organisations: The Way Forward

The Institutional Memory Continuity Plan first informs which critical posts receive handover protocols and which policy files gain decision logs. Directors, policy officers and knowledge leads use it to brief leadership and coordinate with partner agencies. After the next rotation or leadership change, revisit its critical post list and indicators to see whether institutional memory actually held.