



Knowledge Management

A Fast-Track from Knowledge to Know-How

Knowledge Management Tools and Solutions at the IRS





What it is...

- ## At the end of the day, we want to ...

- ✗ “Just a SharePoint site”
- ✗ A temporary project that will disappear
- ✗ A “one size fits all” approach

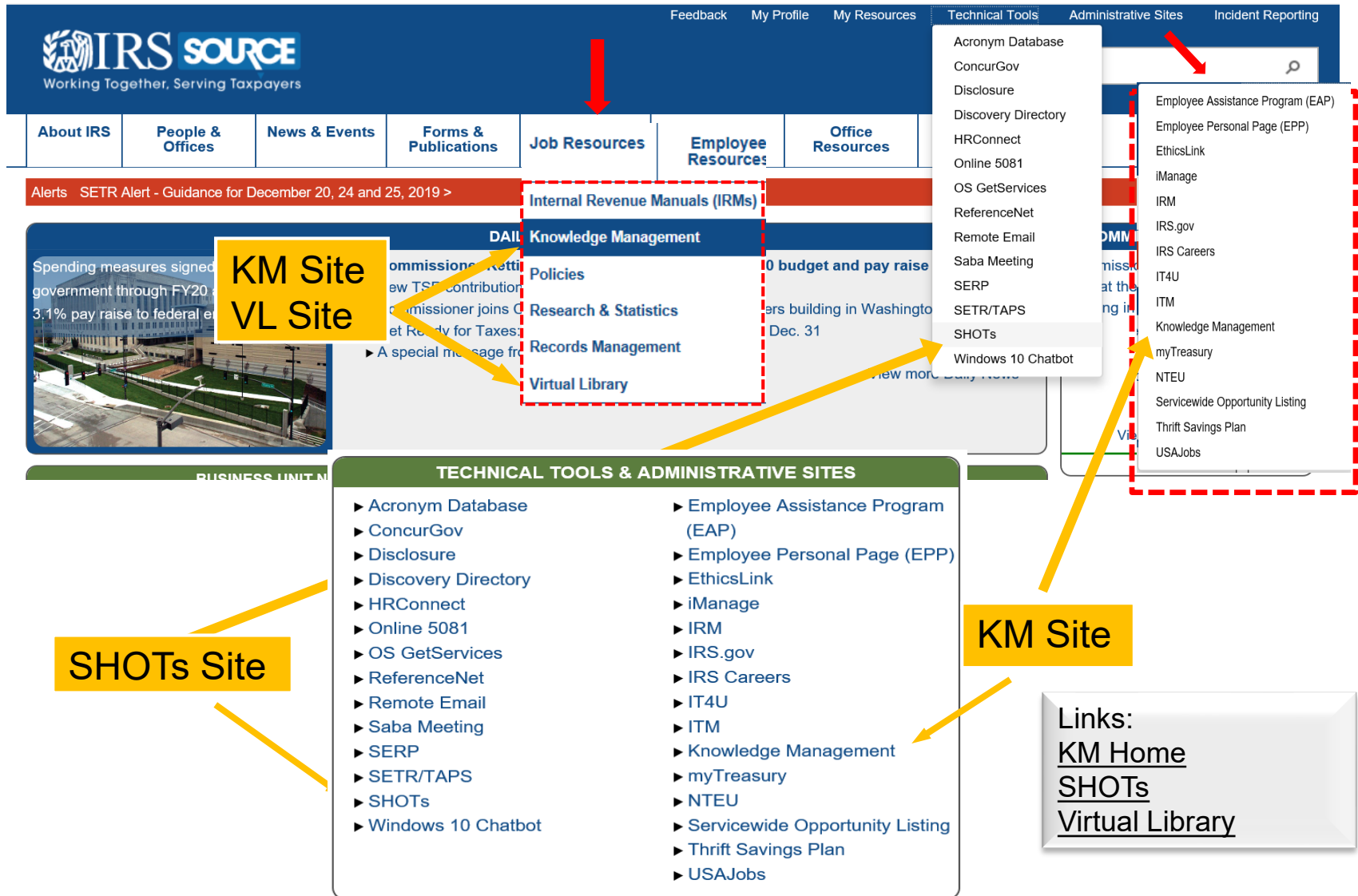


KM Tools & Solutions

Empowering Employees



Locating the KM Site



The screenshot shows the IRS SOURCE website interface. A red arrow points to the 'Job Resources' tab in the top navigation bar. A yellow box labeled 'KM Site VL Site' points to the 'Knowledge Management' link in the 'Job Resources' dropdown menu. A red dashed box highlights the 'Knowledge Management' link in the dropdown menu. A yellow box labeled 'SHOTs Site' points to the 'SHOTs' link in the 'Technical Tools & Administrative Sites' list. A yellow box labeled 'KM Site' points to the 'Knowledge Management' link in the 'Technical Tools & Administrative Sites' list. A red dashed box highlights the 'Knowledge Management' link in the 'Administrative Sites' dropdown menu. A yellow box labeled 'Links: KM Home SHOTs Virtual Library' points to the 'Knowledge Management' link in the 'Administrative Sites' dropdown menu.

IRS SOURCE
Working Together, Serving Taxpayers

Feedback My Profile My Resources Technical Tools Administrative Sites Incident Reporting

About IRS People & Offices News & Events Forms & Publications Job Resources Employee Resources Office Resources

Alerts SETR Alert - Guidance for December 20, 24 and 25, 2019 >

Internal Revenue Manuals (IRMs)

Knowledge Management

Policies

Research & Statistics

Records Management

Virtual Library


Technical Tools & Administrative Sites

- Acronym Database
- ConcurGov
- Disclosure
- Discovery Directory
- HRConnect
- Online 5081
- OS GetServices
- ReferenceNet
- Remote Email
- Saba Meeting
- SERP
- SETR/TAPS
- SHOTs
- Windows 10 Chatbot
- Employee Assistance Program (EAP)
- Employee Personal Page (EPP)
- EthicsLink
- iManage
- IRM
- IRS.gov
- IRS Careers
- IT4U
- ITM
- Knowledge Management
- myTreasury
- NTEU
- Servicewide Opportunity Listing
- Thrift Savings Plan
- USAJobs

Links:
KM Home
SHOTs
Virtual Library



KM&T Home Page



Knowledge Management
Working Together, Serving Taxpayers

KM&T Tools

Common Tools - Popular Sites -
Search Knowledge Management
Advanced Search

[KM&T Home](#) [IRS Virtual Library](#) [SHOTs - Video Library](#) [Communities of Practice](#) [Lessons Learned](#) [Knowledge Capture](#) [IRS Source Home](#)

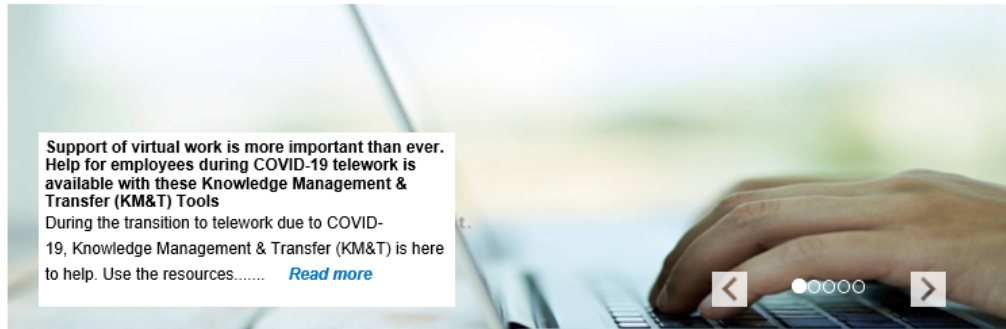
Welcome to Knowledge Management & Transfer Site > KM&T Home

KM Links

- [IRS Source Home](#)
- [About Knowledge Management & Transfer](#)
- [Virtual Library New Knowledge Base Request](#)
- [Virtual Library Training Registration for Content Provi...](#)
- [Community of Practice Training](#)
- [Request a Community of Practice](#)
- [KM&T Requests](#)
- [Featured SHOT Video](#)
- [KM&T Newsletter](#)
- [Knowledge Capture Training Registration](#)
- [KM&T Program Assignments](#)

KM Administrator Links

- [Knowledge Management Advisory Council \(KMAC\) Documents](#) ...
- [KMAC Membership](#) ...
- [Virtual Library Homepage](#) ...





- [FAQs](#)
- [Provide Feedback](#)
- [SKM Request](#)
- [SKM Site Overview](#)


Welcome to Knowledge Management & Transfer (KM&T)

Working together to build an IRS that fosters innovation, learning, and continuous organizational improvement.

Pillars of KM&T

**Connect**
[Communities of Practice](#)
[Coaching](#)
[Mentoring](#)

**Share**
[IRS Virtual Library](#)
[SHOTs - Video Library](#)


**Learn**
[Lessons Learned](#)

**Improve**
[Business Data Intelligence](#)
[Process Automation](#)
[Knowledge Mapping](#)

View the KM&T Site Overview video




IRS Virtual Library



Knowledge Management
Working Together, Serving Taxpayers

Common Tools - Popular Sites -

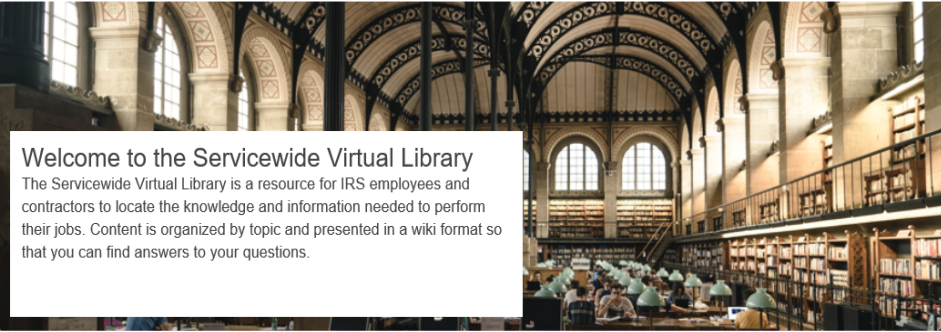
Search this site 

Advanced Search

[KM Home](#)[IRS Virtual Library](#)[SHOTS - Video Library](#)[Communities of Practice](#)[Lessons Learned](#)[Knowledge Capture](#)[Coaching & Mentoring](#)[IRS Source Home](#)

Welcome to the Servicewide Knowledge Management Site > IRS Virtual Library

[Administration](#)[Campus Returns Processing & Accounts Management](#)[Civil & Criminal Fraud](#)[Collection](#)[Examination](#)[External Stakeholders & Communications](#)[Oversight, Legislative & Legal](#)[Penalties and Interest](#)[Research & Analytics](#)[Systems & Information Technology](#)[Taxpayer Services](#)[Workforce Acquisition, Training & Career Development](#)



Welcome to the Servicewide Virtual Library

The Servicewide Virtual Library is a resource for IRS employees and contractors to locate the knowledge and information needed to perform their jobs. Content is organized by topic and presented in a wiki format so that you can find answers to your questions.

Get Started

There are several resources to learn about and contribute to the Virtual Library:


- [Navigate the Site](#)(SHOT Video - 3:03)
- [Get Involved](#)
- [Develop a Knowledge Base](#)
- [Register for Virtual Library training](#)


Would you like a presentation on the Virtual Library for your workgroup or organization? Contact [*SKM Team](#)


New Knowledge Bases

- [Manager Rating Tracking System](#)
- [Virtual Currency](#)
- [Currently Not Collectible Base](#)
- [Corporate/Business Issues & Credits](#)
- [Referrals, Detection, and Treatment](#)
- [Preparer Tax Identification Number \(PTIN\)](#)
- [Exam Procedures](#)

[To view all Knowledge Bases](#)

[How to Use the Virtual Library](#)

[FAQs](#)

[Provide Feedback](#)

KM Links

- [IRS Source Home](#)
- [SKM Requests](#)
- [Featured SHOT Video](#)
- [Join the VL and KM Community of Practice](#)
- [Virtual Library Training Registration for Content Providers and Administrators](#)
- [Knowledge Capture Training Registration](#)



Community of Practice (CoPs)

Welcome to Community of Practice Knowledge Base Homepage

What is a Community of Practice (CoP)?

A group of people who share a similar interest in a subject area and learn from each other to improve the way they perform or practice that subject. CoPs provide members a forum to:

- Solve everyday work problems
- Develop and share best practices, guidelines and procedures
- Create and share ideas

This knowledge base is the home for all things related to Communities of Practice at the IRS. The books contain tools and resources for those who want to join, create and lead communities.

CoP Tools

CoP Tools:

- [IRS Communities of Practice Directory](#): Browse existing CoPs by topic or Business Unit (BU). Find a CoP to join.
- [IRS Community Registration Form](#): Register a new CoP.
- [Community of Practice Training](#): Take CoP Training Courses via ITM to learn more about CoPs, how to register a CoP and how to administer a CoP.
- [Community of Practice Site Template](#): Knowledge Management & Transfer (KM&T) provides a CoP SharePoint Site Template to use for your CoP.

Start, Develop, and Engage a Community

Start A Community
of Practice

CoP Development &
Engagement

CoP Maintenance
and Evaluation
Strategies

CoP Meeting Tips

Start a CoP



FAQs



Contact An Expert



Provide Feedback



Document Repository

Knowledge Base Related Links

URL	
IRS Community of Practice Directory	...
IRS Community Registration Form	...
Community of Practice Site Template	...
Community of Practice Training	...
Community of Practice Overview (SHOTs)	...
APQC Blog CoPs are the Real Deal	...
APQC Blog 10 Reasons CoPs Succeed	...
Virtual Library Training	...
Knowledge Management Home	...
Virtual Library Home	...



Self-Help Online Tutorials (SHOTs)



HOME VIRTUAL LIBRARY SHOTs COMMUNITY OF PRACTICE KNOWLEDGE CAPTURE

SHOTs Video Library

SHOTs Home

Video Library

[Browse All Videos](#)

[Newest](#)

[Featured](#)

Welcome to SHOTs

SHOTs are typically three minutes or less narrated videos that provides information on important IRS-related topics or demonstrations on many programs, systems, applications, or websites throughout the IRS.

What's New

Search Functionality - Enter a keyword or phrase in the **Search SHOTs Videos** field below for SHOTs specific results. You may view all SHOTs Categories/Videos by clicking the **Browse All Videos** link at the left.



[FAQs](#)



[Provide Feedback](#)



[Suggest a SHOT](#)

Contacts

Person	Position
Barrett Kelly L	Program Manager
Bush Willa J	Video Developer
McCormick Thela D	Video Developer
Palmer Jolene C	Video Developer
Taylor Sanaa H	Video Developer

Search SHOTs Videos

Notice: If a video doesn't play in Internet Explorer, please copy the video's URL link, then open Microsoft Edge, and paste the link to launch the video.

Click [here](#) for New Hire Shots Resources

Knowledge Capture

Welcome to the Knowledge Capture Site

Knowledge Capture provides a comprehensive, priority-driven approach to capturing subject matters or processes that align to an identified need of an organization. It should be centered on a topic-based approach that drives the retention of knowledge throughout an employee's career and aligns with workforce priorities. The process is flexible and the various activities and tools shown in the books below should be tailored to meet your organization's needs. One or more of the activities described for each step of the framework can be leveraged.

Types of Knowledge Capture

1. Knowledge Bases – Process for addressing topics that pertain to a Servicewide audience. Content should ultimately be incorporated into the Virtual Library
2. Teams – Covers information for a specific project that is gathered retrospectively. Should be housed on a local team Sharepoint site
3. Individual – Information often captured during exit interviews due to retirement or job changes to help ensure business continuity and should be passed on to the employee's direct replacement or housed on a local site

Knowledge Base Knowledge Capture Approach



The 5 steps to effectively capture workforce knowledge

What's New and Hot in Knowledge Capture

- **Knowledge Capture Assessment Tool:** Managers can use the Knowledge Capture Assessment tool to establish a plan and priorities for knowledge capture.
- **Knowledge Capture Decision Tool** coming soon, to identify the best KM tool to meet your knowledge capture needs.
- **Register for Knowledge Capture Training Sessions**

Knowledge Capture Knowledge Base

Identify Topic	Identify Person	Extract and Collect	Transfer Knowledge	Maintain and Evolve	Additional Knowledge Capture Resources
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Individual/Team Knowledge Capture

Individual Knowledge Capture	Team Knowledge Capture
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Lessons Learned

Welcome to Lessons Learned

Given that hindsight is 20/20, lessons learned are a valuable tool for process improvement. By taking the time to document what went well and what needs to be improved, project teams can identify ways to be more efficient in the future. On this site, you will find templates to document lessons learned and tools to capture and share them with others. Comprehensive lessons learned database planned for development.

1. Resources

Overview

Planning Tools

Templates

Database

Best Practices

Contact SKM Team

Job Aids




Templates

Examples

2. Planning Tools

Templates

+ new document or drag files here

✓	Name	Description
	LLR High Level template	... Template suited for a few high level lessons
	LLR Project Components template	... Template suited for distinct aspects of a project/program that span the entire project (ex. communications, target audience, etc.)
	LLR Project Phases Template	... Template suited for breaking lessons down to project phases (ex. planning, development, implementation, etc)

KM Tools – An Overview

[Virtual Library](#)

[Self-Help Online
Tutorials \(SHOTs\)](#)

[Communities of Practice](#)

[Lessons Learned](#)

[Knowledge Capture](#)

[Tour the KM site](#)



Questions

Questions

Contact *HCO SKM Team
hco.skm.team@irs.gov

