



**start at best**

Workplace Innovation for Business Competitiveness

## How-to Videos for Knowledge Management

### CASE STUDY

#### Firm Name

The Department of Business, Enterprise and Innovation

#### Country

IRELAND

#### City / Region

Republic of Ireland | The Irish EU Member State

#### No. of Employees

335,000+ employees (as of July 2019)

### Description of the organisation

The goal of the Department of Public Expenditure and Reform is to serve the country, its people and the government by delivering well-managed and well-targeted public spending, through modernised, effective and accountable public services.

Our Public Service 2020 is the framework for development and innovation in Ireland's public service. It was preceded by two public service reform plans beginning in 2011. These plans have embedded a range of new approaches to governance, people management and service delivery, and have made the work of the public service more transparent, decision-making more accountable, and service delivery more effective.

### Workplace Innovation practices implemented

*How-to Videos for Knowledge Management*  
Funding: €10,000

The Department of Business, Enterprise and Innovation faced a knowledge management challenge due to anticipated large-scale mobility and retirements over the coming years. With the levels of staff churn there was and continues to be a huge demand for learning and training opportunities for new entrants and from existing staff who are due to move on.

This initiative was intended to complement existing knowledge management tools such as procedures manuals by aiming to capture the knowledge in an interesting way that is engaging and encourages learning.

### Main Achievements



The funding was used to create 'How-to' videos to complement the Learning and Development function.



A repository of 'How-to' videos is available on a web platform enabling statistical data to be collected to monitor use and effectiveness.



The use of 'How-to' videos for knowledge transfer is readily transferable across the civil and public sector.

C H E C K   T H E   S O U R C E   H E R E

