

Master List/Matrix/Table

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7 February 2024

Processes

Internal Issues

External Issues

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Management of Organizational Knowledge.	Negative 1) Knowledge asset is not adequately captured and shared. 2) Knowledge asset is not adequately identified. 3) Previous mistakes are repeated in service delivery and program handling. 4) Lack of information and knowledge on how to deliver service efficiently. 5) Under-utilization shared of knowledge. 6) Lack of awareness on the importance of knowledge in decision-making among the staff. 7) Lack of promotion of knowledge culture in the organization. 8) Inability and difficulty in accessing the knowledge base among the staff. 9) Lack of training on the usage of the knowledge base among the staff.	Negative Nil.
	Positive 1) Strong management support for knowledge management program. 2) Knowledge management is strongly powered by stable ICT system. 3) The knowledge management framework is based on successful a successful knowledge management model implemented in government agencies.	Positive Nil.

Process

Internal

External

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Website Maintenance	Negative	Negative
	Positive	Positive

Website Maintenance	Negative	Negative
	Positive	Positive

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