Knowledge management practices identified by participating organisations

Knowledge management practice	Underlying approach
Awards and recognition schemes	Any
Bespoke knowledge sharing tools	Any
Competencies	Any
Experts	Any
Governance processes	Any
Innovation and continuous improvement	Any
Knowledge roles	Any
Meetings	Any
Organisational structure and culture	Any
End-of-project report	Structural
Enterprise document and records management	Structural
File sharing	Structural
Guidance and toolkits	Structural
Information-sharing processes	Structural
Internal publications	Structural
Lessons learned repository	Structural
Library services	Structural
Project profiles	Structural
Enterprise knowledge and information systems	Structural/process
Intranet	Structural/process
Face-to-face networking	Process
Informal knowledge sharing	Process
Knowledge sharing events	Process
Lessons learned reviews	Process
Online discussion forums and groups	Process
Online enterprise social networking	Process
Online external social networking	Process
People profiles	Process
Project team sites	Process
Communications technology	Process/practice
Internal and external collaboration	Process/practice
Peer reviews	Process/practice
Pre-project review	Process/practice
Training and professional development	Process/practice
Communities of Practice	Practice/process
Job rotation and shadowing	Practice/process
Mentoring, coaching and buddy systems	Practice/process