

Diploma of business bsb50207-manage an information or knowledge managementsystem .

..

[Business](#), [Company](#)



**ASSIGN
BUSTER**

- Analyze the effectiveness of the system and report on the strengths and limitations of the system

Working as a life coach and mortgage consultant, I find the knowledge management system working well in my case. The system is quite efficient, information seems to be handled with care and the ethics observed accordingly. The roles are clearly outlined for all the employees in the organization and a close form of communication seems to be going on between the employees, the clients, the managers and the business. Confidentiality which is an important aspect especially with the top management is observed and this is a very important factor as issues like panic, unnecessary fiction and insecurity of the jobs are easily avoided and handled (Hung, Huang, & Lin, 2005).

The system seems to be effective and the important confirmations of the needs of the human resource staff can be easily corrected where possible. The important feedback and the adjustments with the complaints of the client are easily identified and the necessary adjustments made. As much as the system seems effective, there is a lack of the knowledge of whether the kind of information that circulates in the employees' heads is tacit or explicit which should be discrete (GFOA, 2008). The reviews of the action plans and the decisions made are not done and the number of this very important aspect is determined including the number of times. Some issues like the employee appraisal are not included in the running yet are very important for motivation.

Analyze strategic and operational plans to determine human resources requirements

In the position I hold, there are strategic plans that integrate human resource aspect of the organization. There is human resource in the organization that helps in the day to day operations of the organization.

There is a trainer who is tasked with giving the human resource the required skills to undertake their work. The human resource needs to have the required skills in order to undertake their work effectively.

Consult line and senior managers to identify human resource needs within their area

The senior line managers in my organization have the same concerns of human resource requirements in the organization. The senior management and line managers have the human resource management that they are required in order for the organization to run. As an entrepreneur and self-employed, I will have to understand the requirements that I need to run the organization.

What does it mean to develop options for delivery of human resources services

The delivery of human resources services will depend on the tasks that are to be undertaken. For effective service delivery, there are various ways of service delivery. The service that is being undertaken should be assessed and analyzed to see the optimal way in which this is achieved. There are options that are developed in order to deliver human resource services.

Assessment should be done to understand the requirements of the service delivery staff and that of the clients.

Ensure options for human resources services comply with legislative requirements and organizational policies

Before the undertaking and implementation of the human resource component in the organization, there was the need to have an understanding of the requirements of the government and other policies of organizations. These have been looked into.

Develop and agree on strategies and action plans for delivery of human resources services

There are action plans that need to be developed in order to deliver human resource services. One of the strategies that need to be agreed upon is the human resource requirements of how they want to undertake their human resource services. This needs to be done so that the requirements of the human resource staff are met. One action plan is to understand both the requirements of the clients and that of human resource personnel. There will then be a merging of the services. The operational plans and the services delivered are to be in accordance with those agreed (Hung, Huang, & Lin, 2005). The plans and the services needed, after negotiations are settled upon in accordance with the situation of the company showing a very good form of organization.

Agree and document roles and responsibilities of the human resources team, line managers, and external contractors

There are roles and responsibilities of the different personnel and human resource staff. In the organization, the line managers are tasked with ensuring that the human resource in their departments works effectively. They manage the human resource in their line of operation. External contractors are tasked with undertaking tasks which have been outsourced.

- Review the business and operational plan and determine how effectively the system is contributing to the intended outcomes

The business seems to be operating effectively; there is accountability (Illinois State Education) to ensure that intended levels of outcomes are ensured. The problems are dealt with immediately to avoid any problems that might come about with these challenges. Accountability is a very important aspect in any particular organization or company and this only comes, when the employees know exactly what to do in accordance with their ethical behavior and professionalism. There are other issues like the ensuring of quality training of the employees, this ensures that the outcomes to be expected are achieved. And the manager can employ the effective regulations in this as a trainer.

Develop and negotiate service agreements between the human resources team, service providers and client groups

There is need to have service agreements between the various units of work. There is the agreement on the quality of services delivered between the different units. The human resource team should deliver quality services to the client team. The service providers should ensure reliable and efficient

services to the client. The client groups should ensure they state the requirements they want in their services.

Document and communicate service specifications, performance standards and timeframes

There are standards that need to be achieved in the organization. The service specification of the human resource staff delivery is stated in the human resource charter. There are performance standards that have been implemented in the organization. The timeframes are stated that show the time required to implement some services.

Identify and arrange training support if required

Agree and arrange monitoring of quality assurance processes

With the need for development of quality standards, there is a need to have quality assurance in the service delivery. There will be a quality assurance team which will be tasked with ensuring quality standards are set and achieved.

Ensure that services are delivered by appropriate providers in accordance with service agreements and operational plans

The service delivery will be achieved through benchmarking with the service agreements. It is important to understand the standards that have been set. There will also be a need to have service standards and agreements with the providers.

Identify and rectify underperformance of human resources team or service providers

There will be a need to identify the lapse of service delivery. From time to time, the organization will benchmark the services delivered with the quality assurance standards. This will eradicate the lapse of service delivery.

Survey clients to determine level of satisfaction

Some issues like the appraisal of the employees in the company are not looked into yet this is what motivates the employees to work hard and stay in the company. This is a requirement of skills like the analytical whereby the manager can know and analyze the business employees in an atmosphere conducive and acceptable in accordance with the standards laid down. The employees who are laid down, they know the kinds of operations that take place in the company, how these issues are looked into and avoided as, the person might act on the weaknesses and be a competitor in another institution.

Capture on-going client feedback for the review processes

Analyze feedback and surveys and recommend changes to service delivery. The feedback from clients suggest that there should be proper communication the clients in order to achieve quality service delivery. The service delivery should focus more on meeting the requirements of the clients. Obtain approvals to variations in service delivery from appropriate managers. The managers should provide their specific service delivery requirements the service delivery. It requires that service delivery be according to the various requirements of the different managers in the

organizations. Ensure that personal behavior is consistently ethical and reflects the values of the organization

There are ethical values that need to be achieved and observed within the organization. The personal behavior should be in tandem with the organizational values. There should be training so that the goals and objectives of the organization known by all staff and human resource. This will help to align the goals of the organization.

Ensure that Code of Conduct is observed across the organization and that its expectations are incorporated in human resources policies and practices. The human resource is required to observe the code conduct that have been stipulated. The organization ensures that a code of conduct has been created and distributed to the human resource. This will ensure that they understand the code of conduct. Observe confidentiality requirements in dealing with all human resource information. There is a need to have confidentiality with human resource data. Privacy is important in human resource. The client should have their data protected and that they have integrity and confidentiality. Deal with unethical behavior promptly. 5. Ensure that all human resources staff are clear about ethical expectations of their behavior. Templates of the following or reference to A range of assessment methods should be used to assess practical skills and knowledge.

There will be a need to have an ethical code of ethics observed in the organization. Ethics is an important aspect of any organization. There is emphasis on unethical conduct observed in the organization.

- Make recommendations for improvement to the system, policy or work practices

There are some issues which do not necessarily fall among the ethical issues which are concerned with the company but are wrong acts, the company should specify this and how the action should be taken (Thomson, 2006). For instance, the kind of action that is taken against the individuals and specifications of the action taken against these individuals is of paramount importance. The kinds of issues raised here should be the kind of act and if the action should be taken with immediate effect or can require the person to follow certain specified rules and procedures.

The company should review the kinds of plans and actions taken as this is a very important aspect. This will show how the company participated in the specific year. The other issue includes the feedback, the time that the business reviews and implements the comments of a client and his/her take should be specified. There are certain issues however, which the system cannot deal with and instead of maybe discarding them, these comments should be kept for future reference (Thomson, 2006). Some issues like benchmarking with other renowned companies should be exercised to ensure there is quick identification of the gaps which are to be filled accordingly.

Explain the required skills; analytical and problem solving skills to ensure the system is working in accordance with organizational expectations and to deal with contingencies technology skills to work with and manage the use of the information or knowledge management system.

The knowledge management system of the company seems to be effective. However, the experts and the kind of knowledge possessed by these individuals are questionable. This is simply because the individuals who work

in the company should be selected accordingly and this seems to lack in the organization. The kinds of information that is available in the company if handled with care in accordance with the weight of the information knowledge and the organization does not leak the secrets of the company as this may cause a lot of issues arising in the company.

This might act as the rival of the firm which should be avoided in all circumstances. This requires some skills which the human resource managers should possess. The Management Information Systems and the discretion that should be observed include the use of controls like the passwords and the employees signing a code of confidentiality. Loyalty to the company should be enhanced in order to ensure that all that should be confidential is in fact confidential.

REFERENCES

GFOA Annual Conference (June 17, 2008). Don't Lose Your Memory:

Technology for Knowledge Management

Thomson (2006) Chapter 10, Employee Discipline.

Hung, Y. C., Huang, S. M., & Lin, Q. P. (2005). Critical factors in adopting a knowledge management system for the pharmaceutical industry. *Industrial Management & Data Systems*, 105 (2), 164-183.