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Knowledge sharing: ILO Yellow Pages

Introduction

1. The ILO knowledge-sharing strategy, which was adopted by the Governing Body in November 2007, provided that staff members should have access to the tools required to make their profiles (skills, technical expertise, country experience and other relevant information) available on the Intranet. The ILO Yellow Pages have been introduced to facilitate this.
2. One of the fundamental aspects of knowledge sharing is to be able to identify individuals with the right skills and experience at the right time. The tool will also be used by the skills-mapping exercise being undertaken by HRD as part of the ILO's Human Resources Strategy.
3. This Guideline will assist staff to create and update a profile of their skills and work experiences in the ILO Yellow Pages. It will also help to locate and access valuable information in the profiles of other staff members quickly and easily.

Rules and assumptions

4. In relation to the accuracy of information entered on expertise and experience, officials are reminded of their responsibility as international civil servants to adhere to the highest standards of conduct and integrity. Officials who enter deliberately misleading or false information may be subject to disciplinary measures.
5. ILO staff create a profile of their skills and experiences in the Yellow Pages on a **voluntary** basis whereas the ability to search for information is open to all staff. The more profiles recorded in the Yellow Pages, the more valuable it becomes as a knowledge-sharing tool.
6. By creating a profile, staff are indicating a willingness to share their knowledge with their colleagues. Staff who want to benefit from the skills and experiences of a colleague should contact them directly.
7. Staff have the option of either publishing data in the Yellow Pages or just submitting information which can be used for the HRD's skills-mapping exercise without publication in the Yellow Pages. Profiles limited to the HRD skills-mapping exercise will only be available to HRD and responsible chiefs.

8. The Yellow Pages must not be used for:
 - (a) commercial purposes, such as marketing, advertising and URL addresses to external commercial entities;
 - (b) a repository for documents or reports; or
 - (c) CVs.
9. URL addresses to documents and reports on non-commercial web sites can be entered.

Guideline

10. The Yellow Pages can be found on the intranet in the section “Knowledge sharing in the ILO”. Information can be found using the “browse” and “search” functions. Profiles are created and updated using “my profile”. To create a profile, it is necessary to obtain a password using the “request access” link. This ensures that profiles can only be created and updated by the staff member.
11. A “user’s guide” which explains how to create and update profiles is available on the ILO intranet in the section “Knowledge sharing in the ILO”.

<http://www.ilo.org/intranet/libdoc/announcements/YP%20Guidelines.pdf>

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