

SID-WASHINGTON INNOVATION CHALLENGE

PRODUCT NAME: QINTROSPECT

Introduction

With the proliferation of technology dominating almost all aspects of our lives, the need for data remains a key driver across all industries, especially international development. The need to frame and create sustainable and impactful solutions depend on the use of both public and private sources of data.

At QED, we understand the impact of data. Maximizing our unique approaches and innovative platforms, while working across more than 90 countries, we have over the past 20 years been at the forefront of using technology, monitoring and evaluation and learning (MEL) to provide insights for improved impact and performance. Our solutions are tools that help lead evidence-based decision making, structure and manage knowledge more effectively; retain and leverage institutional knowledge; and spur innovation through collaboration.

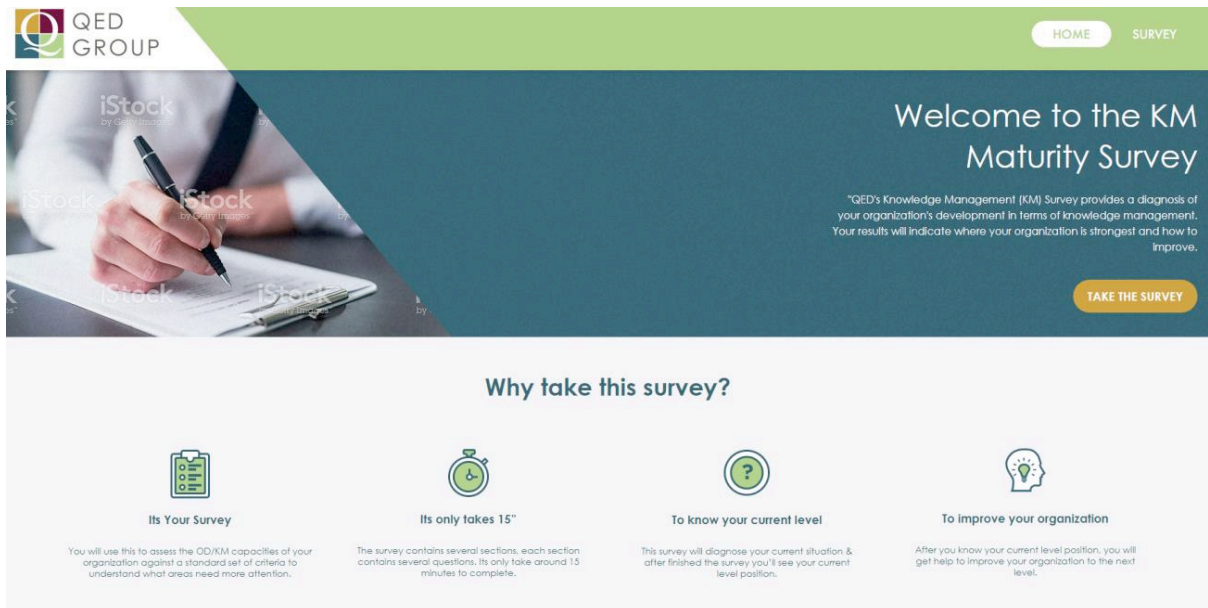
Problem Statement

Companies often lack the ability to quickly self-assess and determine organizational pain points. A self-assessment allows an organization to determine what it lacks and suggests opportunities for growth in its processes, culture and systems. Offering a tool to establish a baseline will help organizations approach their growth and development with information.

Many organizations see “knowledge management” or “organizational development” as buzz words without fully understanding its impact on overall healthy operational functioning. QED’s approach to Organizational Development is focused on the ways in which an organization uses its resources to make better decisions, improve performance, change behavior, and manage adaptively. Although these approaches are often complemented by technology solutions, we view Organizational Development as a comprehensive set of systems, processes, and people that go beyond information technology. QED’s organizational development service can be branched into three types namely Knowledge Management, Organizational Learning and Adaptive Management.

Product

In this context, QED launched Qintrospect, a prototype which is a quick online survey that will help users understand the level of organizational development within their organization. It is based on QED’s long experience with Knowledge Management Maturity which serves as the basis for moving processes, systems and culture, from resource collection to organizational adaptation and change management This version is a working prototype: we anticipate making continuous changes as we receive more feedback.



Qintrospect began as an idea submitted by one of QED’s staff on Ideascale, QED’s innovation platform. The submitted idea was additionally scoped out and refined in accordance with QED’s Innovation process where ideas generally go through various stages of prioritizing and planning in terms of relevance, ROI etc. Following additional scoping and refinement, QED worked with TopCoder to build visual and technical prototypes and run initial user tests.



Users

This innovative tool allows potential clients to perform a self-assessment measuring on organization’s ability to collect, manage, and analyze information; share knowledge; make decisions; improve performance; adapt; and manage change. Using Qintrospect, an organization could gain a baseline measure of its knowledge management level within fifteen minutes. Survey results are ranked on a five-level maturity model: Level 1 - Ad Hoc; Level 2 - Systematic; Level 3 - Learning; Level 4 - Proactive; Level 5 - Transformative.

The user is asked a series of “true” or “false” statements that relate to knowledge management within an organization. These statements are grouped into three categories: Processes; Culture; and Systems. The statements also align with specific levels in the Knowledge Management Maturity model.

PROCESS 0/20

CULTURE 0/17

SYSTEMS 0/15

0%
Overall

1. Data and knowledge underscore decisions

TRUE

FALSE

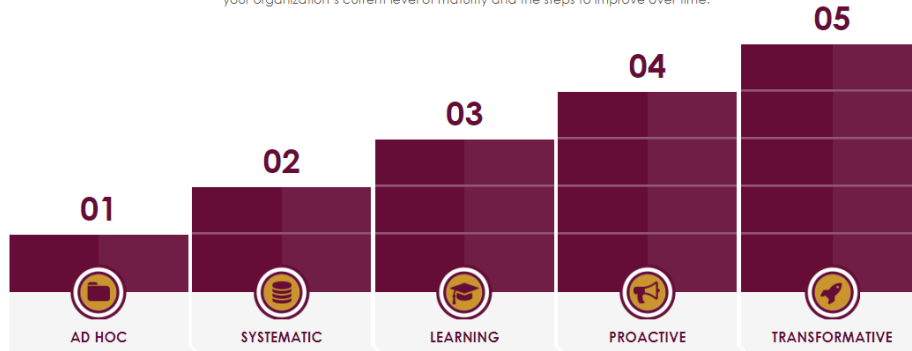
The Knowledge Management Maturity Model, which underpins this survey, is comprised on the following levels:

1. Ad Hoc: At this initial stage, information is simply collected. It exists but is not organized or searchable. This could be correlated to a data dump, largely associated with IT infrastructures.
2. Systematic: In the next stage, information is managed in order to build a system or database that is searchable and organized by taxonomy or file structure. It makes information easier to find but has only begun to engage people in the process.
3. Learning: In the third stage, people more intentionally conduct analysis and bring their ideas and assessment into the process. Best practice is identified as information is synthesized and considered through the lens of application and use. This knowledge is also shared more readily with key audiences for feedback and input.
4. Proactive: As we move into the fourth stage, more organizational development efforts emerge. Here information and ideas are used for evidence-based decision making and to improve organizational performance.
5. Transformative: The last and final stage is the Transformative stage that encompasses full engagement between people, knowledge, and systems. For many this is seen as a utopian vision for organizational development and learning wherein people are able to seamlessly access the ideas and information they need to drive change and make adaptations that lead to greater progress and impact.



Knowledge Management (KM) Maturity Model

Organizational development is rooted in knowledge management. When systems, processes, and people are operating at their maximum capacity, organizations can transform. Each level of our KM model is necessary to create the building blocks upon which health organizations thrive. By taking this survey, you will discover your organization's current level of maturity and the steps to improve over time.



After completing the survey, the user sees a results page, which tells him/her which level his/her organization ranks based on the answers, as well as how strong the organization is in terms of Processes vs Culture vs Systems. The page also includes a set of points advising the user on how to reach the next level in the maturity model.

Level 1 ~ Ad hoc

WHAT DOES THIS MEAN?

Looks like you're starting at the beginning, which is arguably the most important. At this stage, it's essential to identify and compile all the resources upon which the rest of your organizational development efforts will be based.

This chart illustrates the three aspects of KM. The percentages are based on your responses and illustrate which aspects are stronger or weaker in your organization.

Steps to Complete this Level

Level 1 ~ Ad hoc

- Document existing systems and processes.
- Describe purpose and provide access information.
- Ensure the appropriate people know how to use key systems and processes.
- Establish clear budgets with timelines.
- Manage expectations of what is required to achieve goals.

Product Uniqueness and Sustainability

While there are a few similarly-intended websites they do not have the user-friendly interface and creative results presentation that is seen with Qintrospect. This solution is unique in terms of getting a quick and free assessment of organizational development. Many organizations spend thousands of dollars to consulting firms to get this type of analysis, Qintrospect provides it at no cost and with the option of learning more. Because Qintrospect has minimal to no operating cost it can be seen as a sustainable solution to providing

organizational insight. Qintrospect also has wide implications that can be applied across sectors. Not only can the tool be used to determine areas for improvement within organizations by any member of an organization, it can also spark team building conversations and allow users to draw comparisons between their units and other teams.