



Knowledge Network Guide

The Knowledge Network is brought to you in collaboration between the Alliance for Innovation and the International City/County Management Association. By combining our resources, ICMA and the Alliance bring you the most robust electronic platform with extensive resources for local government professionals, enhanced networking opportunities and the ultimate Web 2.0 experience.

www.transformgov.org

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Overview

Welcome to the Alliance for Innovation Online Community of Practice. As a user of our online web site you are participating in the premier Knowledge Network for local government.

Our goal is to provide an exciting, online information-sharing system that embraces Web 2.0 and social media technology and helps local governments discover emerging and best practices across the US and throughout the world.

As a community of practice, the Knowledge Network will help ICMA and Alliance members connect with and learn from one another while leading their communities toward a future of continuous improvement. Members of both organizations can take advantage of combined resources plus a number of tailored features available only to members of the Alliance or ICMA respectively.

To view the site, go to www.transformgov.org. Once at the site, you can use the menu at the top of the page to navigate throughout the site. Visit the Alliance About section, learning about upcoming events, review job postings, the online store, and access the Alliance Members Only area.



The screenshot shows the top portion of the Alliance for Innovation website. At the top right, there are buttons for "Create Account" and "Sign in". Below these is a search bar with the text "search...". The main logo for "alliance for innovation" is centered, with the tagline "Transforming Local Government" underneath. A navigation menu is located below the logo, with "Home" highlighted. Other menu items include "About", "Learning", "Research", "Knowledge Network", "Job Board", "Members Only", "Calendar", and "Store". A large, blurred image of a coin with the word "success" on it is the background for the main content area. At the bottom left, there is a row of small thumbnail images, with the "Success" coin image highlighted in a yellow box. To the right of the thumbnails, there is a section titled "Connected Network" with a short paragraph of text.

New User Sign Up

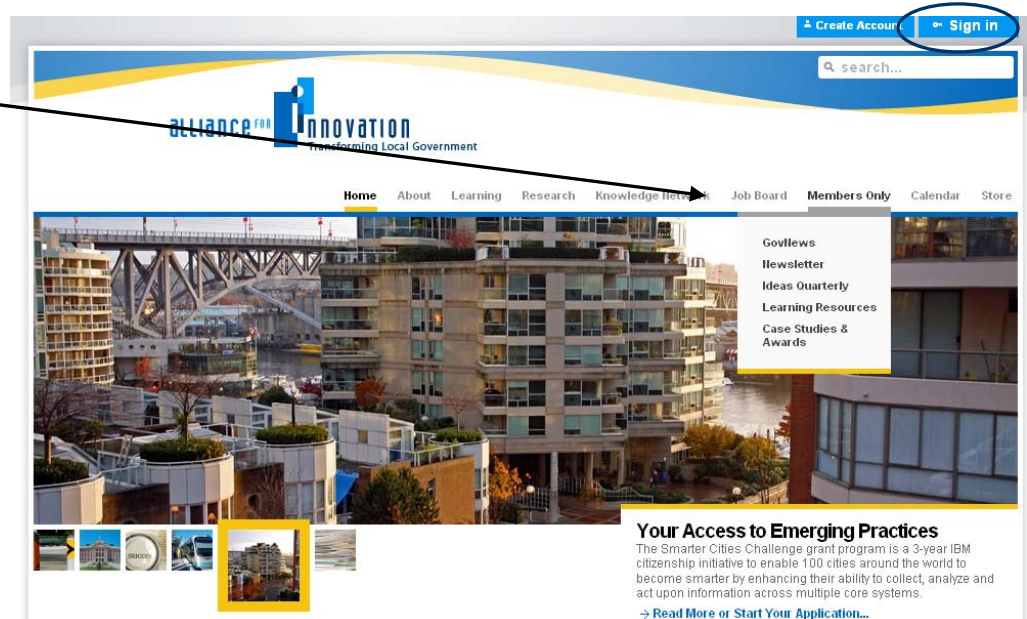
If you are not currently signed up for the Alliance for Innovation Knowledge Network you can do so by clicking Create an Account from the upper right portion of the screen. Once at the Create Account screen you will be asked to complete initial profile information including your name, email address and local government information. The Alliance will authenticate your account as an Alliance member from your email address. The Alliance recognizes most email addresses from member organizations. If you are not automatically placed in the Alliance for Innovation Member Group please contact Member Services at 888.496.0944. To create your account type the security code to complete the sign-up process.

CREATE ACCOUNT

Members Only

The Members Only section of transformgov includes all our news articles as well as special resources available for members only. The GovNews area of the Alliance site can be viewed by any visitor to transformgov.

For members only, you can visit the Newsletter, Ideas Quarterly, Learning Resources and Case Studies and Awards pages. These areas of the site are **MEMBER ONLY BENEFITS** that the Alliance has assembled in one convenient place for you to access. You will need to sign in using your current email address and Alliance password prior to visiting these areas of the site.



If you experience difficulty signing in due to an error with your password, you can reset your password and a new password will be sent to the email address on file.

If your email is not recognized please contact the Alliance for Innovation for assistance logging in. Call 888.496.0944 or email KnowledgeNetwork@transformgov.org.

SIGN IN

If you already have an account, please sign in.

Trouble signing in?

[Reset password](#)

CREATE ACCOUNT

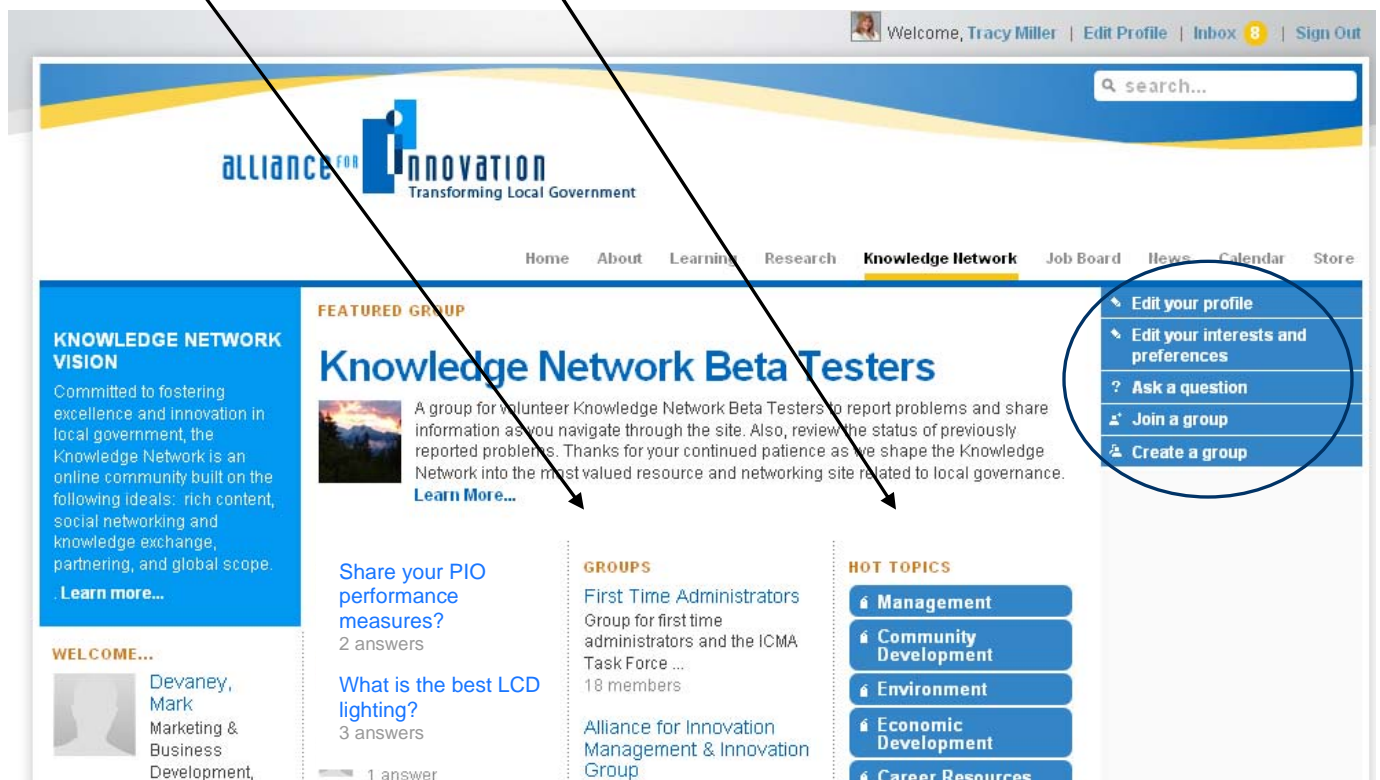
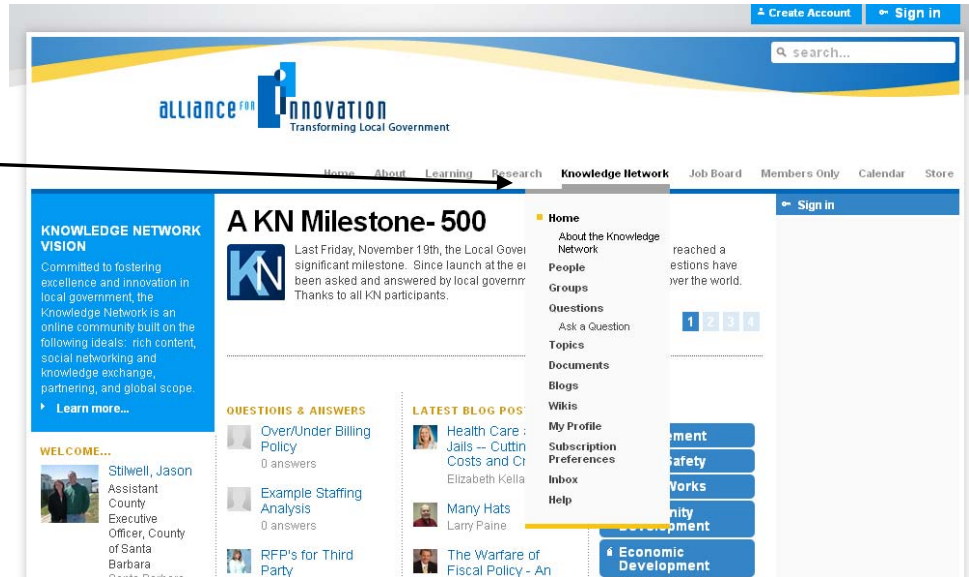
If you have not yet created an account

[Create a new account now](#)

Knowledge Network

You can visit the home page of the Knowledge Network by hovering over "Knowledge Network" on the menu and selecting Home from the menu across the top of the page. While there are many areas of the site you can view without logging in, you may find it beneficial to sign in to see all of the features and functionality of the Knowledge Network.

Once you sign-in the opening page of the Knowledge Network is the home of the most popular features on the site. From this page you can edit your profile, ask a question, see the most recent new users on the site, view the most recent questions and answers, see the most popular groups and view the most popular topics. You can also join a group or create your own group.



- Home
- About the Knowledge Network
- People**
- Groups
- Questions
 - Ask a Question
- Topics
- Documents
- Blogs
- Wikis
- My Profile
- Subscription Preferences
- Inbox
- Help

People

Using the Knowledge Network menu you can select the People option to search for other users of the network.

People: Who's Who

RESULTS: 0

PEOPLE

Search × Clear

- Search by Education
- Search by Work History
- Narrow by Job Title
- Narrow by Population
- Narrow by State
- Narrow by Country
- Narrow by Census Region
- Narrow by Topic Interest

← People search can be conducted using names, titles, and organizations in the search box.

You can also use attributes such as population, country, current employer, or topic of interest to further refine your search. Click on the attribute you wish to use, and additional options will be presented to you to limit the results.

You can select Clear at any point to remove the criteria you were searching for.

RESULTS: 0

Search × Clear

Name, location, or organiza

Groups

Groups on the Knowledge Network are either open (open for public viewing), hidden (viewable with requests to join being monitored by the group owner) or closed (viewable only to participants in the group). **Only members of the Alliance and ICMA as the partner organizations on the Knowledge Network can create a group.** There are several groups on the network specifically for Alliance for Innovation Members. At this time, the following groups are available exclusively for Alliance Members:

- 🔒 **Alliance for Innovation Members (Private group - all members are pre-selected)**
- 🔒 **Alliance for Innovation Ambassadors (Private group - all Alliance Ambassadors are pre-selected)**
- 🔒 **Alliance for Innovation Management and Innovation Group (Closed group – members can join or leave group at any time)**
- 🔒 **Alliance for Innovation Development Group (Closed group – members can join or leave group at any time)**
- 🔒 **Alliance for Innovation Organizational Development and Culture Group (Closed group – members can join or leave group at any time)**

These groups are monitored by the Alliance and are provided content and communication as a function of their activity. You will also find wikis within each group that have been created as a **MEMBER ONLY BENEFIT** for Alliance members. For instance in the Management and Innovation Group you will find the Alliance for Innovation wiki on Resilient Responses to the Fiscal Crisis which represents our research on the successful strategies governments have deployed to deal with the economic crisis.

In addition to these groups, there are groups on the network that are open to Alliance members and the general public. For example the Sustainability group is a co-sponsored community of practice group that receives content from both the Alliance and ICMA. These types of groups demonstrate the power of our partnership to bring resources to timely topics that can be shared in a global way.

From the Groups page you can view the groups you belong to on the My Groups tab, the most active groups, the newest groups and the largest groups. You may also start a group or edit your own interests and preferences.

Selecting the name of a group will take you to the group page that includes an Overview of the group and its purpose, Members of the group, questions that have been asked among group participants, documents shared within the group, calendar activities for the group, any Wiki's associated to the group as well as the related topics to the group. Each Group will display if it is Open, Closed, or Private. You click to join, ask permission to join, or leave depending on the Group's exclusivity.

The group wall is used for communication and comment within the group. As you can see to the right, once you place a comment on the group wall it appears on the group wall and can be commented on by other participants in the group.

Ask a Group a Question

- ✎ Edit group settings
- 👤 Invite people to this group
- ✎ Edit your interests and email preferences
- ? Ask this group a question
- 📖 Create a wiki for this group
- ➕ Start a new group

When you use a group to ask a question, select Ask this group a question from the upper right side navigation, group participants are automatically added to the list of members who will receive your question. Follow the instructions in the section that follows on Questions to further limit or expand the recipient list of your question.

NOTE: If you wish to have your question asked privately to Alliance members only, see the section below entitled Alliance Member Only Questions.

- ✎ Edit your profile
- ✎ Edit your interests and preferences
- ? Ask a question
- 👤 Join a group
- ➕ Create a group

Creating a Group

From the home page of the Knowledge Network, select Create a group to make a custom group.

Once at the New Group page, select a one word name for the email address of the group. Complete the title, a short description, any related websites to the group, add a photo and any topics associated to your group. You can select as many topics as you like to associate your group to.

You will use the selections at the bottom of the form to set the security level for your group. An Open group is seen by all members of the network and anyone can join. A Closed group is listed on the groups page but discussions are held privately for group members. Approval will be required by you as the group owner for people to join the group and you can invite people to participate using the group invitation feature. A Private group is seen by only people who are members of the group and you will have to invite people to join.

New Group

Description & Settings

EMAIL ADDRESS

Address @groups.transformgov.org

NAME & DESCRIPTION

Title

Description

Related Website Enter the full URL of a related website, if there is one.

Photo

Topics
Tag this group to one or more topics

- Security
- Open Listed publicly. Anyone can see discussions. Anyone can join.
 - Closed Listed publicly. Only members can see discussions. Approval required to join.
 - Private Unlisted. Join by invitation only.

- ✦ Edit group settings
- ✦ **Invite people to this group**
- ✦ Edit your interests and email preferences
- ? Ask this group a question
- 📄 Create a wiki for this group

Once you have created your group you will use the options on the right hand navigation bar to edit the group, invite people to join the group, ask questions in the group or create a wiki for the group.

Inviting other network members to join your group is easy. Click Invite people to this group, begin typing the person's last name you wish to join the group and a list will populate of people with that name. Once you have selected an individual, type a personal message and send your invitation.

INVITATIONS

Alliance for Innovation Ambassadors

Look up people to invite
Last name first

ADD A PERSONAL MESSAGE

Type your message (no more than 250 words)

- Knowledge Network

 - Home
 - People
 - Groups
 - ? **Questions**
 - Ask a Question
 - Topics
 - Documents
 - My Profile
 - Inbox

Questions

Clicking questions from the drop down menu takes you to the main Questions page that displays a running list of all current Knowledge Network user questions. We encourage you to use this forum when you want feedback and advice from other Alliance members, and users of the network on specific questions and issues you are facing.

Questions can be posted publically, or limited to specific audiences. **NOTE: If you wish to have your question asked privately to Alliance members only, see the section below entitled Alliance Member Only Questions.**

To ask a question you will complete a simple form to

post the question and it will be automatically uploaded to the page to allow other network members the ability to respond accordingly.

Ask a Question

- ? Ask a question
- ✦ Edit my interests

To ask a question, click Ask a question from the right navigation box, or from the drop-down navigation box. In the top portion of the form complete the title of your question and place the actual question in the Question box.

You can attach a document to your question using the browse function. You may also

NEW QUESTION

Ask a Question

QUESTION

Title

Question

Attachment

Deadline Please enter the date you need a response by. × Cancel

Anonymous Post this question anonymously. × Cancel

decide to place a deadline on your question by completing the portion of the form entitled “Please enter the date you need a response by.”

The last option in this portion of the form is to post your question anonymously. Selecting this option removes your contact information from the question, but posts your question publically on the network.

The following portion of the form is for selecting the recipients of your question. **If you have not pre-selected a group to ask your question, you must select at least one related topic to ask a question.**

To do so begin typing in the Topic box and the topic list will populate with topics you can choose from. You may select more than one topic by typing additional suggestions in the topic box.

Users on the network select topics of interest and your question will be sent to those people tagged to that topic. For instance, when you select the Management topic, 3,106 people will receive your question.

You can further narrow down the recipients of your question by selecting Narrow down recipients under the topic portion of the form. You can narrow recipients by groups, country, US census region, state, job title and population. You can use any combination of qualifiers for your recipient list. As you make changes to the narrowed recipients, the summary box will update with the number of people who will receive your question.

Alliance Member Only Questions

To send a question to Alliance for Innovation Members only, select group, and place a checkbox next Alliance for Innovation Members. Upon selecting a group(s) you will notice two radio buttons appear under the Group box.

IMPORTANT: these options appear to protect your privacy. To ensure your question appears only to members of the Alliance, you must select “This question will be visible only to Alliance for Innovation Members.”

Upon making this selection the summary button will update to include a notice that this question will be visible to Alliance members only.

To post your question click post question at the bottom of the form. Remember, you can send your question to any combination of groups you belong to, topics in the network, or other qualifiers such as state and population. For assistance with asking a question on the network, please contact your Regional Director. A listing of Regional Directors appears on the last page of this manual.

Knowledge Network Topics

- Home
- People
- Groups
- Questions
 - Ask a Question
- **Topics**
- Documents
- My Profile
- Inbox

When clicking on Topics from the drop down menu you will be directed to the Topics Page which contains a list of topics organized both alphabetically and categorically.

At the time of launch of the Knowledge Network there are 200 topics. Upon selecting a topic you will be taken to the main topic page. Organized on this page are the articles, questions, documents, wikis, experts, groups, and other related to topics to the selected topic. From the upper right navigation you can add or remove the topic from your interests, ask a question, start a group or create a wiki on this topic.

TOPIC

Performance Measurement

Overview
Articles
Questions
Documents
Groups

Did You Know About the Colorado Partnership?

DID YOU KNOW that CPM recently entered into a three-way partnership with the Colorado Municipal League (CML) and the cities and counties of the Colorado Performance Measurement Consortium to promote performance measurement throughout the state?

Leveraging Technology to Improve Performance, Value and Accountability in Government

Value, Accountability and the Use of Software to Manage Performance: The UK ...

QUESTIONS & ANSWERS

No questions have been asked yet. [Ask a question on this topic](#)

[→ More questions...](#)
[→ Ask a question...](#)

RECENT DOCUMENTS

- [City of Austin's Analysis Made Simple](#)
Award | 2009
- [Using the Balanced Scorecard to Improve the Performance of City](#)

TOPIC EXPERTS

Gloo, Donald
Senior Management Associate, Center for Performance Measurement, ICMA
Racine, WI

Villasana, Jaime
Operations Director, ICMA - Latinoamérica Mexico, DF

Snyder, Louise
Senior Management Associate,

RELATED TOPICS

- Balanced Scorecard
- Benchmarking
- Accountability

✕ Remove from my interests
? Ask a question on this topic
 👤 Start a group on this topic
 📖 Create a wiki on this topic

Knowledge Network Documents

- Home
- People
- Groups
- Questions
 - Ask a Question
- **Documents**
- My Profile
- Inbox

Document Search

RESULTS

3

YOUR SEARCH ✕ Start over

Search ✕ Clear

plastic bags

YOUR SEARCH

Topic: Environment ✕ Document Type: Ordinance ✕ Search: "plastic bags" ✕

Search ✕ Clear

plastic bags

Topic ✕ Clear

- Community Development (1279)
- Management (1145)
- Environment (788)
- Public Works (599)
- Fire (596)
- Citizen Engagement (547)

Document Type ✕ Clear

- Sample Government Document (3383)
- Plan (1027)
- Manual (912)
- Survey (335)
- Request for Proposal (311)
- Ordinance (298)

DOCUMENTS

[City of Palo Alto- Limited Prohibition on Plastic Bags](#)
Ordinance | City of Palo Alto, CA
Dec 2008

[City of Oakland Plastic Bag Ban Ordinance](#)
Ordinance | City of Oakland, CA
Jul 2007

[City of Manhattan Beach- Plastic Ban Ordinance](#)
Ordinance | City of Manhattan Beach, CA
Jun 2008

Page 1 of 1


Selecting Documents from the drop-down menu takes you to the search page for documents on the Knowledge Network. On the Documents page you can search for documents using keywords, Topics, and Document Type. For example, this search is keyword "plastic bag", Topic "Environment", and Document Type "Ordinance". The search yielded three results.

Contributing Documents

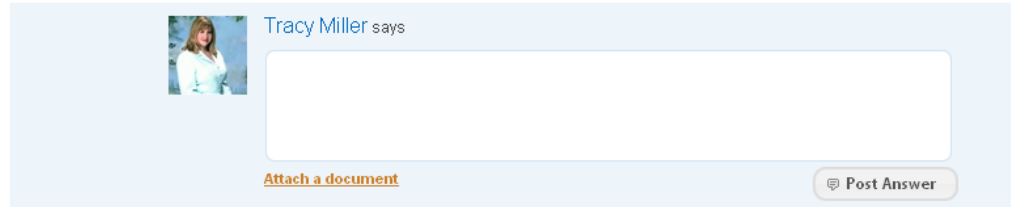
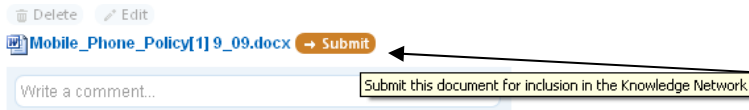
There are three ways to contribute documents to the Knowledge Network:

1. By attaching document to a question being answered
2. Directly to a topic
3. Within the files section of a group

Attaching a document to your response from a question being asked on the network is easy. From a question you will type your answer in the comment box, and click attach a

document. Use the upload  button to select a document from your local environment.

YOUR ANSWER

NOTE: While your document has been submitted to this question, it has not yet been added to the document library within the network. To do so click the submit button that appears next to the document title and complete a short form with

pertinent information about the document. Your submission will be approved and placed within the document library within one business day and will then be accessible by all Knowledge Network participants.

 Remove from my interests

 Ask a question on this topic

 Start a group on this topic

 Submit a document on this topic

 Create a wiki on this topic

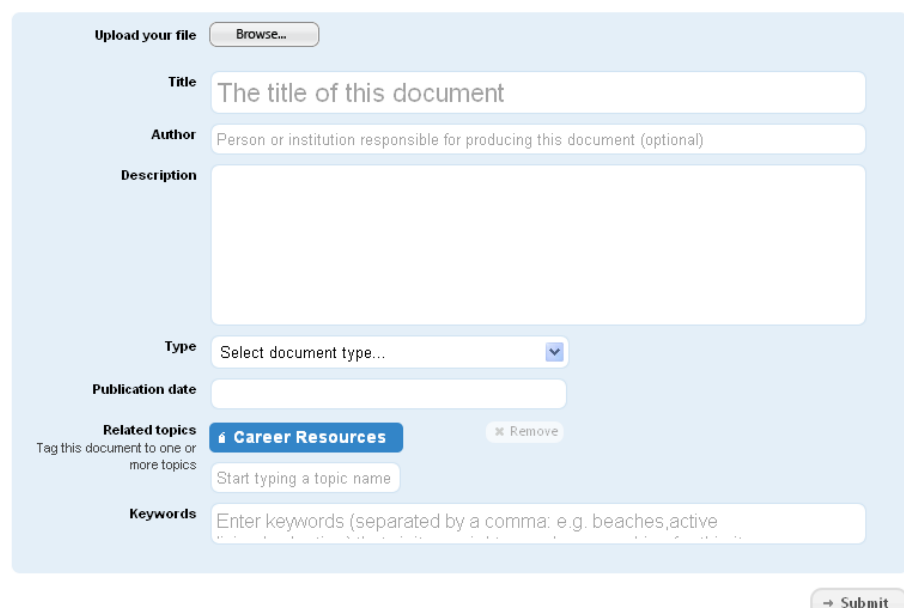
You may also choose to add a document directly to a topic area. Once you have navigated to a topic page, select **Submit a document on this topic** from the upper right to add your document. Browse locally for your file and complete the Submit Document form by providing the document title, author if any, a short description, the type of document, date of publication, any additional related topics and a few keywords. Your document will be reviewed within one business day and placed in the document library accordingly.

You may also choose to contribute documents to the Knowledge Network within groups. To do so click the Files tab within the group and select the Upload Files button.

FILES


Once your document has been uploaded you may also choose to submit it to the document library by clicking the submit button and completing the Submit Document form.

Submit Document

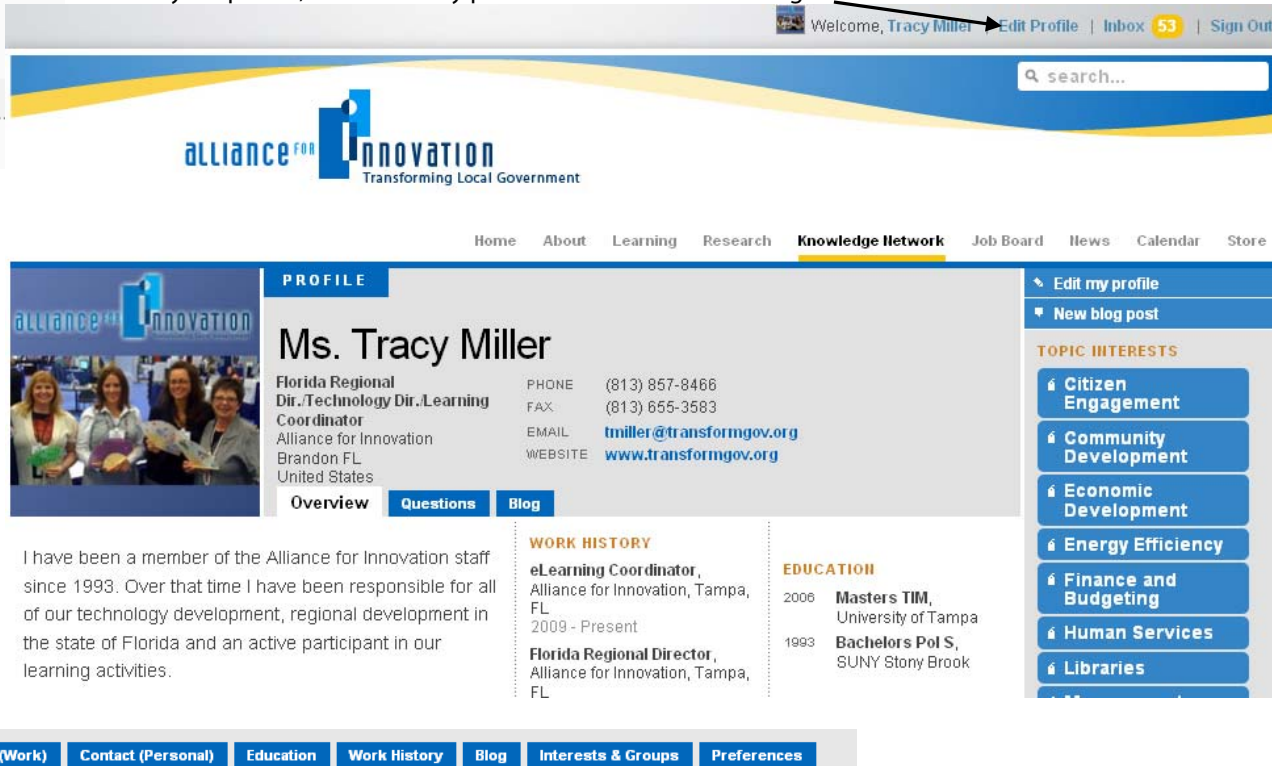


Knowledge Network My Profile

- Home
- People
- Groups
- Questions
 - Ask a Question
- Topics
- Documents
- My Profile**
- Inbox

Clicking My Profile from the drop-down navigation bar takes you to your profile page. On your profile page you can find all of the information you have stored about yourself in the Knowledge Network including your contact information, work history, and education. You can also see consolidated on your profile the topics you have selected as your interest or expertise areas.

To edit your profile, select Edit my profile from the left side navigation.



The screenshot shows the user interface for the Knowledge Network profile page. At the top, there is a navigation bar with the Alliance for Innovation logo and a search bar. Below this is a main navigation menu with options like Home, About, Learning, Research, Knowledge Network, Job Board, News, Calendar, and Store. The profile page for Ms. Tracy Miller is displayed, featuring a profile picture, contact information, work history, and education details. A sidebar on the right lists various topic interests such as Citizen Engagement, Community Development, and Energy Efficiency. At the bottom of the profile page, there are tabs for About You, Contact (Work), Contact (Personal), Education, Work History, Blog, Interests & Groups, and Preferences.

Once you have selected to edit your profile, you can use the tabs across the edit page to change the details within your profile. Make changes and provide as much information as you like, but remember to click Save Changes at the bottom of the screen before exiting to ensure your update to your profile.

Setting Email Preferences

Setting your preferences for receiving email from the network can be done on the preferences tab of your profile. From that option you can choose the frequency of the emails you wish to receive. Individual emails will send you an email message when a question is posted or a wall posted added to a group you belong to. Daily and weekly digests consolidate messages into a single email for questions and wall posts.

On the preferences tab you can also select which is your primary website. By selecting transformgov.org, links in your messages from the network will lead you into the network from the Alliance web site.

On the preferences tab you can also specify from which groups you wish to receive email notifications. You may also specify receipt of emails from members of groups you belong too rather than all network participants.. Remember to click save changes to update your profile.

About You
Contact (Work)
Contact (Personal)
Education
Work History
Blog
Interests & Groups
Preferences

EMAIL PREFERENCES

Choose how you want to be notified about new questions and group posts.

Email Format

Individual emails

Daily digest

Weekly digest

No email

Primary Website

icma.org

transformgov.org

Email Notifications I want to be notified of new questions or posts for:

Groups I belong to

Topics I'm interested in

Send me questions and posts from:

All registered site users

Only members of participating organizations (Alliance for Innovation Members, MCCMA Members, Cal-ICMA Members, ICMA Members)

Only members of organizations I belong to (Alliance for Innovation Members, ICMA Members)

Knowledge Network

- Home
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 - Ask a Question
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- Documents
- My Profile
- Inbox**

Inbox

Selecting Inbox from the drop-down bar takes you to your Knowledge Network Inbox that stores all the notifications you receive based on your preferences as selected in your profile. In your Inbox you can archive messages for future use.

Home / Knowledge Network / Inbox

Inbox

New Messages
Archived Messages

NEW MESSAGES

18 days ago

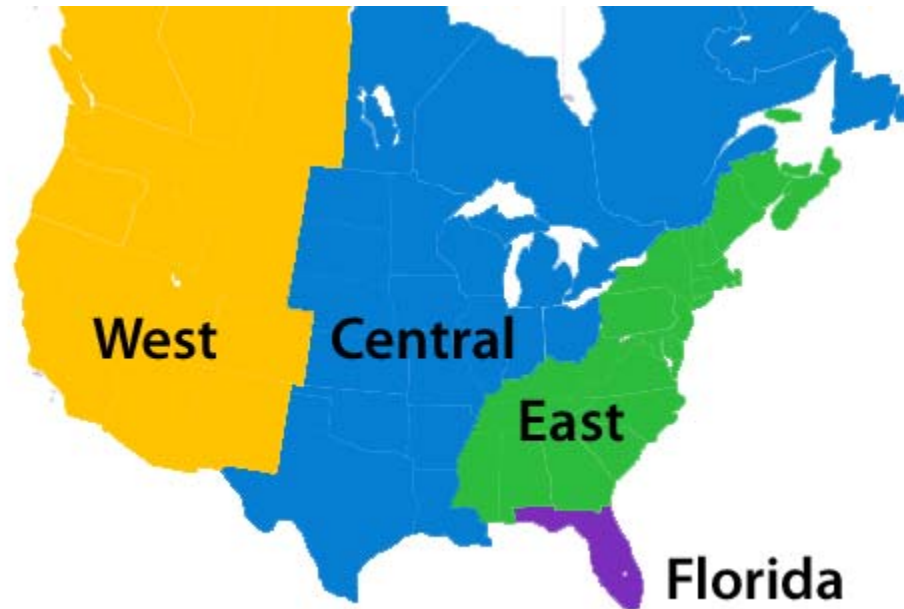
Karen Thoreson has posted on the wall of the Alliance for Innovation Management & Innovation Group group

we are all loving this new system

View group page: [Alliance for Innovation Management & Innovation Group](#)

The Alliance for Innovation is available to assist you with your questions and to provide Knowledge Center training. Contact your Regional Director to learn more about the Knowledge Network and all the programs, publications and services the Alliance provides.

We invite you to visit the homepage at www.transformgov.org to learn more about the Alliance, updates, calendar of events, and much, much more.



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