



Professional Practice Goals

Our goals



- Build a culture where all staff take on a leadership role in developing professional practices by surfacing the best of their day to day work in communities as:
 - ▶ Best practices
 - ▶ FAQs
 - ▶ Standards, Guidelines, Methodologies
 - ▶ Links to useful resources
 - ▶ A network of people with common interests and capabilities

Our goals



- Establish an environment where all staff can be more efficient and effective by utilising professional practices which are:
 - ▶ Defined by a community of practioners
 - ▶ Consistent
 - ▶ Shared
 - ▶ Useful and used
 - ▶ Visible
 - ▶ Easy to find and use

Our goals



- Support practices that are ABS wide such as:
 - ▶ Project Management
 - ▶ Aspects of the software development process
 - ▶ Knowledge management
 - ▶ Business process improvement
 - ▶ and more

Our goals



- Leverage communities to:
 - ▶ Engage a broad group of staff with experience in a topic area
 - ▶ Gather broad viewpoints
 - ▶ Provide friendly help and advice
 - ▶ Have discussions and agree best practices - by the practitioners - not 'someone else'

Our goals



- Work smarter through sharing information and increased collaboration
- Strengthen our national business model by making information and capabilities widely visible (location independent)
- Position us to work in 'external communities' developing national statistical systems and infrastructure in the future



Professional Practice

- We are establishing a framework to drive professional practice improvements
- There are four components
 - ▶ Professional Practice Programme (PPP)
 - ▶ Professional Practice Initiatives (PPI)
 - ▶ Communities of Interest (CofI)
 - ▶ Communities of Practice (CoP)



Communities of Interest

Communities of Interest



- Communities of Interest (Cofl)
 - ▶ A community of people interested in a particular aspect of ICT
 - ▶ The Cofl educates itself about its interest and may act as an advocate of new technologies, tools, methodologies etc



Communities of Interest

- Cofl's are already setup and running well
- Cofl's can be established by anyone (assuming there is an interested community)
- Cofl's can be:
 - ▶ Used to support an area of interest
 - ▶ For problem solving or help
 - ▶ Not aligned to business eg: quantum computing
 - ▶ Loosely aligned to business eg: green IT
- Cofl's often have an innovative focus

Communities of Interest



- Cofls are organic (grow and die depending on interest). There is no real governance
- Enduring outputs from a Cofl should move to a CoP

Communities of Interest



- Current Cofls include:
 - ▶ XML Cofl
 - ▶ Web Technologies Cofl
 - ▶ Testing Cofl
 - ▶ Systems Architecture Cofl
 - ▶ Collaboration/Knowledge Management Cofl
 - ▶ Green IT Cofl
 - ▶ Open Source Cofl



Communities of Practice

Communities of Practice



- Community of Practice (CoP)
 - ▶ A community of people tasked with fostering an area of Professional Practice
 - ▶ The community discusses and then publishes best practices, FAQs, standards, guidelines, methodologies, links to useful resources which are used by staff to better undertake their jobs
 - ▶ The community creates a network of staff in the professional practice topic

Communities of Practice



- CoPs are established based on a defined need to develop and have a formal practice in an area of our business
- Executive decision to establish a CoP
- Each CoP will have a community mentor (EL2 or EL1)

Communities of Practice



- Each CoP has a set of defined outputs/outcomes
 - ▶ Best practices
 - ▶ FAQs
 - ▶ Standards, guidelines, methodologies
 - ▶ Q&A Help
 - ▶ Links to useful resources

 - ▶ Make capabilities more visible
 - ▶ Network of like minded people
 - ▶ Staff development

Communities of Practice



- Start with a small set of CoPs including:
 - ▶ Project Management
 - ▶ Service Delivery
 - ▶ J-ABS
 - ▶ People
 - ▶ Communities
 - ▶ Testing

- Likely to add a couple more

Communities of Practice



- One key outcome is to help make our capabilities more visible
 - ▶ Do want people to have multiple capabilities
 - ▶ Do want the capabilities to be more visible
 - ▶ Do want flexibility in accessing the capability - to pull in expertise quickly and easily
 - ▶ CoPs maintain a list of people with the CoP capability (network) - for access for advice, learning, work etc

Communities of Practice



- How and when do I interact with a CoP ?
 - ▶ All the time - for day to day work as ownership of content and approaches is with and for the practitioners
 - ▶ 'Experienced' and 'developing' staff contribute content, standards, help etc to the CoP

Communities of Practice



- How and when do I interact with a CoP ?
 - ▶ Staff on projects consume best practices, FAQs, standards, guidelines, methodologies, links to useful resources, ask for help from the 'community network'
 - ▶ Staff feedback success stories, updates and improvements as part of their day to day work



Tools

- Common look and feel, common experience



- Trial of new elements suggested by the Knowledge Management Team and Notes 8 Team

Tools



- Create a portal using some new facilities:
 - ▶ A wiki branch to document best practice and other documentation
 - ▶ A multi-author blog to discuss case studies, interesting developments
 - ▶ Links to discussion areas for discussion on the area of expertise
 - ▶ Pulse survey facility



Professional Practice

- What would my 'being an ABS IT Professional KRA' look like ?

KRA	Objective	Performance Indicators	Conditions
Being an ABS IT Professional	<p>To fulfil the role of a competent IT professional within ABS TSD culture and expectations, applying ABS architecture, standards, patterns and practises to a high standard.</p> <p>Supervisor objective:</p> <p>To facilitate the continued growth and enhancement of professional ABS IT skills within the team.</p> <p>EL2 objective</p> <p>To provide senior leadership in the development of ABS IT Professional skills within TSD.</p>	<ul style="list-style-type: none"> ● Active membership in and contribution to CoP and CoPs; ● Engagement with CoPs relevant to day to day work including: <ul style="list-style-type: none"> ● Use of the CoPs guidelines such as architectures, standards, patterns and practices; ● Use of consulting in their area of expertise; ● Feedback of Successes, Improvements and Updates into the CoP including managing the update of the expertise documentation. ● Completion of an agreed set of Professional Practise activities each year. ● Create sufficient time and space for staff to achieve the "Being an ABS IT Professional" KRA. ● Practice leader role for a CoP and leadership in CoP and CoPs. 	



Questions