**The Court of Accounts of Brazil: Wikis, expertise locator, communities of practice & more**

# Strategy

The Court of Account of Brazil does not have a formal Knowledge Management strategy. However, Knowledge Management is listed in TCU’s strategic planning since 2003. Most of the Knowledge Management initiatives were driven bottom-up. Currently, the Court is trying to build a strategy to coordinate these initiatives.

# Organisation

The Court of Accounts of Brazil (TCU) has about 3.000 staff members.

Three to four full-time designated Knowledge Managers (Serviço de Gestão do Conhecimento – SGCo) choose the new KM tools, design and maintain them. They also help their colleagues to use these Knowledge Management tools.

# WIKIS

The wiki software used by the Court of Accounts of Brazil is *Mediawiki*.[[1]](#footnote-1)

The first wikis started in 2009 in one area. During 2-3 years, the growth was very limited. In the last three years, the wikis were expanded to other areas. Now it includes more than 5,000 pages (articles with content) and 6,000 files uploaded. In one day, approximately 700 pages are viewed.

23 people updated the pages on a part-time basis last month. Five of them are interns who consolidated the contributions from other colleagues and updated the pages.

Anybody can edit the pages but the interface (to update the pages) is not very friendly. (Requires knowledgement of “wiki markup”).

# SKILLS database

The Court of Accounts of Brazil uses a skill database. It includes data such as academic background, professional experience, major activities performed, knowledge that can be shared and interests. It is used to select people for workshops, trainings, or specific jobs.

The filling of this database is compulsory by new staff members. Moreover, the profiles of this database are used to apply for promotions or internships abroad, which forces the staff to update it from time to time.

# Knowledge portal

The portal (website) of de Court of Accounts of Brazil is implemented in software *Lumis*[[2]](#footnote-2). The knowledge portal *(search engine)* of the Court of Accounts of Brazil is based on the software *Lucene[[3]](#footnote-3).*

The engine searches through many bases (portal pages, digital library, news, regulations, processes, resolutions, official journals). All the information from various sources is replicated in one single database. However, by lack of a logical library, the relevance of returns is not great yet.

# Communities of practice

At least eight Communities of practice are active now. These groups of people meet to discuss about a specific topic and to deliver specific products. They use tools such as the digital library, a specific area of the knowledge portal or the software Moodle[[4]](#footnote-4) (forum).

The members of the group contribute either during specific time slots allocated by their manager or during their downtime. An “animator” coordinates the group.

To be successful, a Community of Practice needs to have specific goals (such as a previously defined theme) and targets/ indicators (such as number of meetings/ events organised, number of searches/ views of articles in the wiki tool…)

# Contacts

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1. <https://www.mediawiki.org/wiki/MediaWiki> [↑](#footnote-ref-1)
2. <http://www.lumisportal.com.br/para-seus-negocios/> [↑](#footnote-ref-2)
3. <https://lucene.apache.org/core> [↑](#footnote-ref-3)
4. <https://moodle.org> [↑](#footnote-ref-4)