

# **Institutional Development and Knowledge Management Directorate**

## **Tasks:**

- 1) Preparing and developing the strategy of the Center that is necessary for achievement of the goals and purposes of its establishment in accordance with the national goals and priorities.
- 2) Preparing the execution plans and reviewing them to confirm their alignment with the institutional goals.
- 3) Setting the necessary suggestions and recommendations that are necessary for development of the strategy and execution work plans.
- 4) Preparing and developing the different plans that fall within the strategic planning domain (e.g., the risk management plan, emergency plan, knowledge management plan, social responsibility, etc.) in coordination with the specialized organizational units.
- 5) Periodically following up progress of the work in implementation of the strategy and execution work plans.
- 6) Developing the organizational structure of the Center on a regular basis and suggesting possible improvement and development opportunities in cooperation with the concerned organizational units according to the governing legislations.
- 7) Designing, reviewing, and simplifying the standard operating procedures (SOPs) for all processes and setting performance indicators.
- 8) Developing the offered services and documenting, assessing, simplifying, and updating the operating procedures on a continuous basis.
- 9) Managing all matters related to King Abdullah II Award for Excellence in Government Performance and Transparency.
- 10) Setting the criteria and the performance indicators on the basis of which to measure performance of the Center and the organizational units in it.

- 11) Evaluating performance and achievements at the levels of the strategic goals, programs, and the different organizational units in the directorate periodically and regularly and submitting recommendations for treatment of deviations.
- 12) Acting as representative of the Center and liaison officer with all parties concerned with progress of the work in the Center.
- 13) Applying the *Laboratory Quality Management System (ISO 17025) in terms of all administrative, technical, and audit aspects and conducting verification and skill checks.*
- 14) *Auditing progress of the work according to the procedures for all operations, issuing non-conformity cases in the event of presence of violation, and taking the corrective and precautionary actions for prevention of incidence of deviation.*
- 15) *Setting a general and comprehensive quality system for achievement of all requirements of operations in the Center.*
- 16) *Periodically measuring satisfaction of partners and service recipients with performance of the Center.*
- 17) *Measuring satisfaction of the employees of the Center with the ambient conditions and the work procedures and considering their notices for the goal of development and improvement.*
- 18) *Managing the internal and external suggestions and complaints received by the Center; preparing a record that shows the complaint/suggestion and the taken action; and benefitting, as much as possible, from the development suggestions which the partners, service recipients, and employees provide.*
- 19) *Determining the needs of the Center of computers and software that are necessary for developing performance of the administrative units.*
- 20) *Developing and maintaining the computer network in the different administrative units.*
- 21) *Maintaining and sustaining the computerized systems in use in the administrative units affiliated to the Center (the administrative and financial systems).*
- 22) *Following up, updating, and maintaining the site of the Center on the Internet.*
- 23) *Studying the tenders specific to the computers and their accessories.*

- 24) *Coordinating with the units concerned with documentation, simplification, re-engineering, and preparation of the procedures and services to be provided electronically.*
- 25) *Coordinating with the management of the electronic government (e-government) program by preparing the necessary requirements of software, technological infrastructure, and electronic connectivity, which enable the directorate to provide its services and execute its operations electronically.*
- 26) *Reviewing and proofreading the scientific papers before their publication.*
- 27) *Reviewing the bulletins and booklets issued by the Center.*
- 28) *Constructing a database of accredited, refereed scientific journals to help in publication of the scientific papers of the Center.*
- 29) *Supporting the agricultural scientific research with recent issues.*
- 30) *Implementing inventory and documentation of the tacit knowledge which the Center possesses.*
- 31) *Coordinating with the top management and the rest organizational units by setting the necessary mechanisms for warranting acquisition, control, management, storage, and dissemination of knowledge; setting up the procedures, facilities, and supportive means; and documenting the operations and following up their implementation.*
- 32) *Supervising management and preservation of the knowledge assets of the Center and working on using them in an effective manner to achieve the institutional goals.*
- 33) *Monitoring all agricultural scientific materials at the national and international levels.*
- 34) *Collecting and documenting the Jordanian agricultural intellect and publishing it universally through the Jordanian National Agricultural Information System (NAIS).*
- 35) *Supplying the National Library of Agricultural Information with all new scientific references and agricultural international periodicals.*
- 36) *Following up and supplying the operating libraries in the different research centers.*
- 37) *Preparing the yearly plan for execution of the works entrusted to the directorate and following up its implementation.*

To this directorate are attached the following departments, units, and divisions, which carry out the tasks assigned to it:

*1) Strategic Planning and Operations Department, to which the following divisions are affiliated:*

*1.1- Strategic Planning Division*

*1.2- Operations Engineering Division*

*1-3- Division of King Abdullah II Award for Excellence in Government Performance and Transparency.*

2) Follow-up and Evaluation Department, to which the following divisions are appended:

2.1- Follow-up Division

2.2- Evaluation Division

3) Quality Department, to which the following divisions are attached:

3.1- Operations Quality Division

3.2- Laboratory Quality Control Division

4) Electronic Transformation and Information Technology Department, to which the following divisions are affiliated:

4.1- Programming and Development Division

4.2- Technical Support Division

4.3- Electronic Government Division

5) Revision and Publication Department, to which the following divisions are appended:

5.1- Division of Management of Scientific Paper Publication

5.2- Knowledge Documentation and Dissemination Division

6) Department of the National Library for Agricultural Information, to which the following divisions are affiliated:

6.1- Division of Books, Reference Materials, and Periodicals

6.2- Division of Computerization and Audio-Visual Materials

6.3- Agricultural Supply and Documentation Division