

# Knowledge management in the Swedish Competition Authority

ICN AEWG Teleseminar

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Knowledge manager - abuse of dominant position

# Agenda

1. KM managers
2. KM tools
3. Training
4. Challenges

# Knowledge managers

- Case officers, part time knowledge management
- Focus on **one** competition area
- Regular meetings with other knowledge managers
- KM strategy is determined by the needs of case officers – reference groups

# KM tools

- Intranet
- Knowledge application manuals and maps
- Procedure manual
- Project management manual
- Templates
- Examples
- Materials from ICN and ECN

# In-house training

- Introduction
  - Basic training (competition law part 1, administrative law, media training, writing technique)
  - Competition economics
  - Monthly lectures by case officers
  - *Ad hoc* seminars
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- To come: competition law, part 2

# Challenges

- Various definitions of KM = various expectations
- Time consuming - finding balance between structure, theory and examples
- Priorities - actual cases vs. investment time
- Defining target groups and their needs/preferences
- Extracting knowledge – juniors and seniors
- Improving access to knowledge – what and where
- Quality control and updates – reliability
- Changes in the KM framework