

Legal Services National Technology Assistance Project



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Knowledge Management Toolkit for Legal Aid

You know about case management, document management, and records management. You use your knowledge of the law, the courts, and your clients to represent, educate, and defend them. Knowledge management is a way to address two critical facets of strategic, successful organizational management:

- Making the information that you manage more useful and accessible.
- Documenting the reasoning behind critical business decisions.

This toolkit will cover the main approaches to managing knowledge using technology and standardized procedures, and includes recommendations for implementing a Knowledge Management system. It also includes a case study from LAF (formerly the Legal Assistance Foundation of Metropolitan Chicago) that looks at that organization's approach.

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