

Resource 2-3. Community of Practice Roles and Responsibilities

Community Sponsor or Champion

- Bolsters community membership by spreading the word
- Provides resources for expansion and usually “sponsors” the community leader and facilitator roles in the community

Community Leader

- Organizes and coordinates start-up activities
- Assists community development by establishing and articulating community purpose and strategic intent
- Provides continuous nourishment for the community
- Acts as a sounding board for ideas

Subject Matter Expert (SME)

- Enriches information by summarizing, combining, contrasting, and integrating it into the existing knowledge base

Content Editor

- Responsible for content within his or her respective area(s)
- Works with SMEs to identify and map critical knowledge objects and to develop logical organization of content, making it readily available and easily accessible to members

Facilitator

- Fosters and facilitates member interactions
- Ensures that community forums are productive for all members by acting as an independent community process expert
- Seeks out potential content contributions
- Serves as a knowledge broker

Community Member

- Members participate because they get value from their participation
- Shares knowledge, experiences, and lessons learned
- Suggests contributions
- Participates in discussions, answers questions

Source: Based on: Defense Acquisition University, Community of Practice Implementation Guide: https://acc.dau.mil/adl/en-US/170879/file/31851/CoP_Guide_v4_May2012.pdf

Related links:

- FHWA Discipline Support System – presentation:
<http://ashr.transportation.org/Documents/FHWA%20Knowledge%20Management%20Discipline%20Support%20System.pptx>
- Defense Acquisition University, Community of Practice Implementation Guide: https://acc.dau.mil/ad/en-US/170879/file/31851/CoP_Guide_v4_May2012.pdf
- Educause Community of Practice Design Guide:
<http://net.educause.edu/ir/library/pdf/nli0531.pdf>
- Wenger, Etienne, B. Trayner, M. de Laat, “Promoting and Assessing Value Creation in Communities and Networks”:
http://wenger-trayner.com/wp-content/uploads/2011/12/11-04-Wenger_Trayner_DeLaat_Value_creation.pdf
- Centers for Disease Control Community of Practice Resources:
<http://www.cdc.gov/phcommunities/resourcekit/resources.html>
- Video: Social Network Analysis:
http://polaris.umuc.edu/de/csi/2010_JayLiebowitz/ppt_syn/KMSocialNetwork/KMSocialNetwork_full_version.html