Ministry of Electronics and Information Technology,
Government of India

KNOWLEDGE MANAGEMENT

USER MANUAL: - LESSONS

National e-Governance Division

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1. Lessons

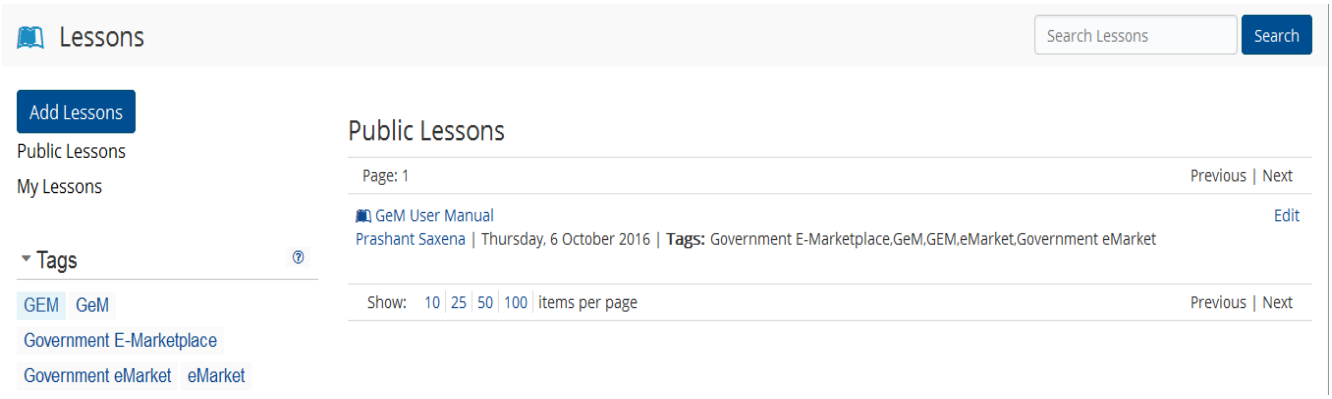
This section allows you to share/ add your lesson learned from your past experience so that others can read and reap benefits of the same for their work and task. You can reach this section, by clicking the 'Lessons" from the top navigation menu on Homepage.

Navigation path- Homepage >Top navigation menu >Lessons

Click on *Lessons* redirects you to Lesson Homepage with pertinent information classified under panes/ section:

1.2 Lessons

Header Pane: The Header Pane contains an option of search bar to *Search lessons from Lessons module*



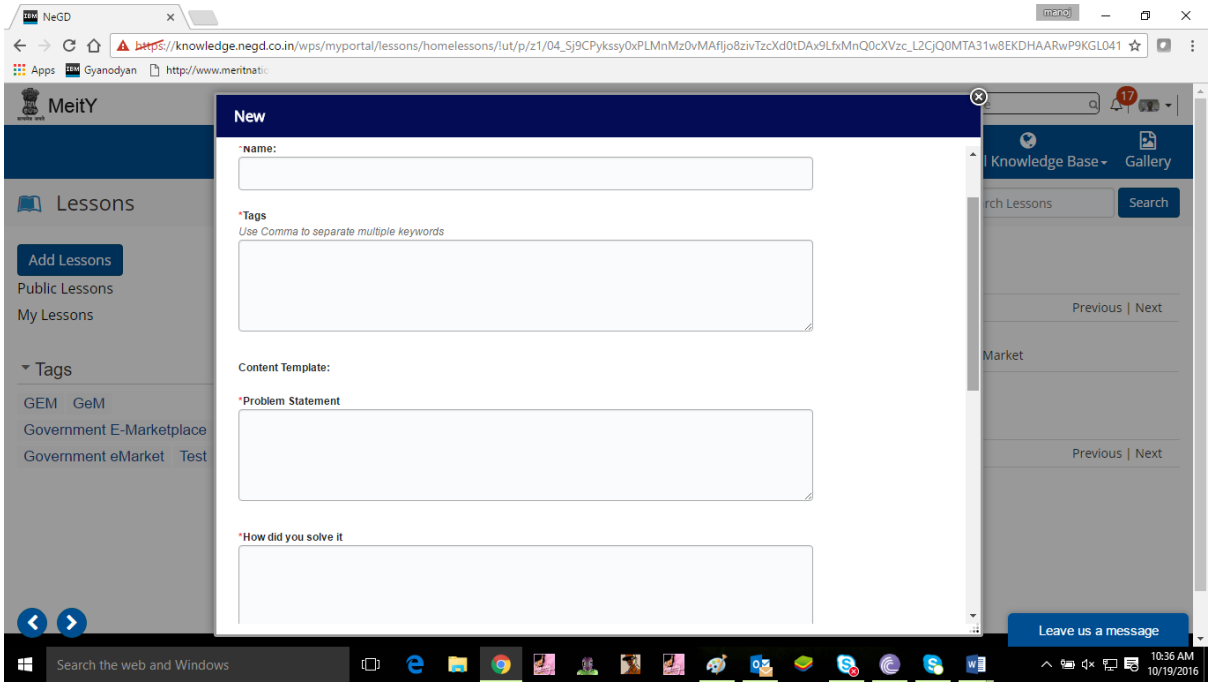
Left Pane: The left pane is the side menu navigation with the following options:

- **Add Lessons:** You can start adding a Lesson by clicking on this button. Once user click this, a pop-up named 'new' with untitled article will be opened which allows you to add/ create lesson learnt and publish it.
- **Public Lessons:** Public lessons displays all the lessons shared by any user of the KM portal. By default when user click on Lessons main menu this will take the user to Public Lessons section. (Screen shown above)
- **My Lessons:** This section displays the lesson owned by you.
- **Tags:** *Tags* are keywords that you add while uploading any lesson in the portal that makes it easier to find by others. Click a tag to find the content that has been assigned that keyword.

Middle Pane: The middle pane displays the content information based on the menu selected from left pane.

1.3 Add Lessons

On click of this button, a pop-up named 'new' with untitled article will be opened with the data fields defined as below:

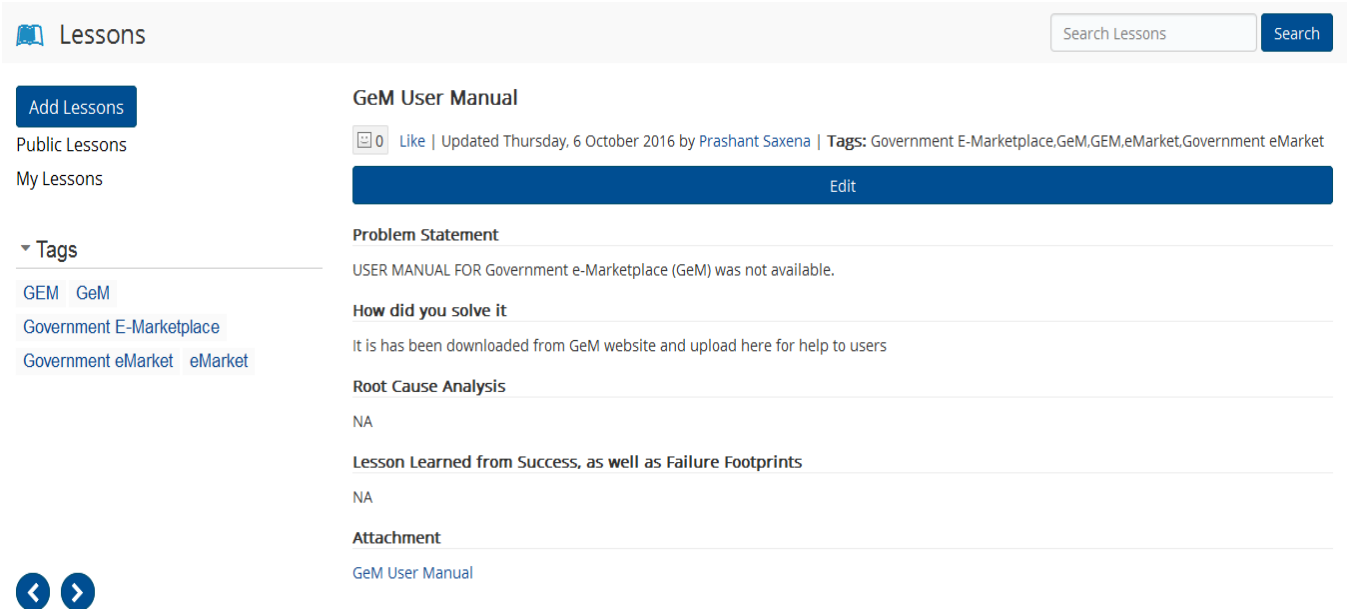


- **Name:** Enter the title/ name of the lesson learned.
- **Tags:** Enter keywords that should contain spaces between keywords**.**
- **Problem Statement:** Enter the one shot problem statement**.**
- **How do you solve it:** Describe the steps you taken for problem resolution.
- **Root Cause Analysis:** Describe the root-cause analysis pertains to the problem.
- **Lesson Learned from success as well as failure footprints:** Give few lines on the lesson learned from the success or failure.
- **Attachments:** *Attach* file as document or image to make it more elaborative.
- **Save:** Click on *Save* button to save the entire information you entered.
- **Save and Publish :** On click on this button the details entered in various fields will be saved and the Lesson will be published in the NeGD portal. Published lessons will be available on Lessons homepage.
- **Close:** On click on Close button this window will get closed.

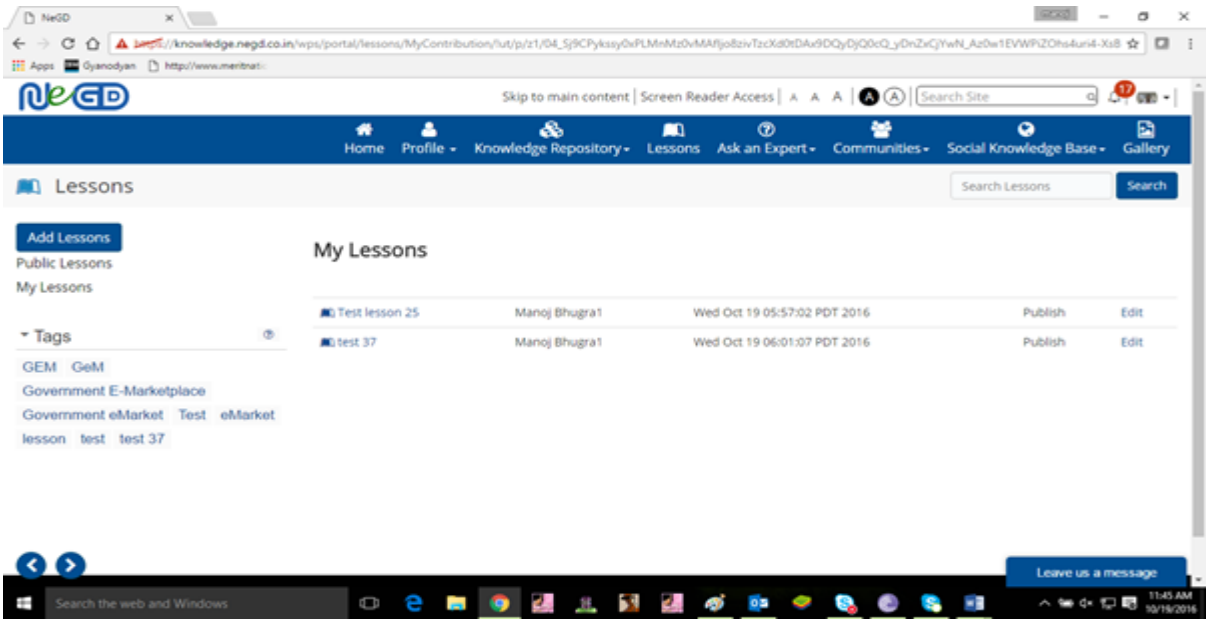
1.4 Lessons view

You have following options available on the lessons content after published.

- **Like**: Click on Like icon to like the lesson.
- **Edit**: The owner of the lessons have the right to Edit the same



1.5 My Lessons

This section list the lessons owned by you. This will show the following information about any lesson

- **Lesson Title –** Title of Lesson
- **Owner Name –** Name of Owner
- **Lesson status** - Publish or Save as draft
- **Edit –** Link for user to Click and edit the Lesson
- **Tags –** Click on any tag will list the lessons those have matching tags