

APQC MEMBER PROFILE:

## US Internal Revenue Service (IRS)

The IRS is a bureau of the Department of the Treasury and one of the world's most efficient tax administrators. In fiscal year 2015, the IRS collected almost \$3.3 trillion in revenue and processed almost 240 million tax returns. The IRS provides America's taxpayers top-quality service by helping them understand and meet their tax responsibilities and enforces the law with integrity and fairness to all.

Member Since:	2005
Industry:	Government Agency
Focus:	Knowledge Management (KM)
Employees:	79,000+
Headquarters:	Washington, D.C.

***We asked the IRS' April Buckland, HR Specialist, what she finds most valuable about APQC membership.***

### WHAT TOOLS, EXPERTISE, SERVICES, OR INFORMATION DO YOU USE MOST?

APQC is a resource that our agency has used to implement a strong knowledge management (KM) program. As part of the core KM team, I have relied many times on APQC's best practices research and webinars to offer great insights on specific knowledge management topics.

One experience that I found to be most impactful in our efforts was completing the [KM Capability Assessment Tool \(KM CAT\)](#). The KM CAT gave us a clear picture of the strengths and weaknesses within our current program and provided insight to all parties involved on the best way to align resources. The results were very enlightening to both the core KM team and our executive staff.

APQC's benchmarking resources have also been a valuable resource for our KM program. I used APQC benchmark data when developing the IRS' Community of Practice program. Through APQC, I was also able to benchmark KM measurement practices and used that information to develop a metrics system for our KM program.

We've also taken advantage of APQC webinars to enhance our KM program. APQC's "Skills and Competencies Needed to Succeed" webinar provided great information regarding core team roles, which was useful as our KM core team embarked on implementing a service wide KM initiative. And, The "KM metamorphosis" webinar offered great information about the key components of growing a strong KM program.

### HOW DOES APQC MEMBERSHIP HELP YOU WORK SMARTER, FASTER, AND WITH MORE CONFIDENCE?

APQC's training and guidance have proven to be a valuable asset to our core KM team, helping us improve our strategies and ensuring they are in line with the agency's strategic commitment.

The resources available through the IRS' APQC membership have proven to be an essential part of our organization's ability to grow a strong KM program. APQC resources, including [APQC's Knowledge Base](#), have saved hours of research on best practices, as there is a wealth of validated, proven information on key topics all in one place.

APQC has been a valuable partnership for our agency, thanks to the support of its knowledgeable staff. I learned about APQC when I became part of the KM core team at the IRS, as we had already established a membership. Since joining the KM team, I have referred many others to the resources available through APQC.