

A roundup of Knowledge Management adoption, trends and prospects in Hong Kong and the Pacific Rim area

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Recent KM events in the Asia Pacific



Recent KM events in the Asia Pacific



Updates and Trends

1. “Knowledge Systems Engineering” as an emerging field
2. Major advancements in KM/KE research
3. KM Adoption and Updates from HK and individual countries
4. K-Café on tackling selective issues in KM case studies
5. KM Competency Development
6. KM Awards
7. KM Job Prospects & Trends in Hong Kong
8. Discussions & Dinner



Knowledge Science, Knowledge Engineering & Knowledge Management

Knowledge Science

Agents

Negotiation

Reasoning

Data Mining

Semantic Desktop

Ontology

Search

Taxonomies

Knowledge Management

K-transfer

Semantics

Culture

K-Audit

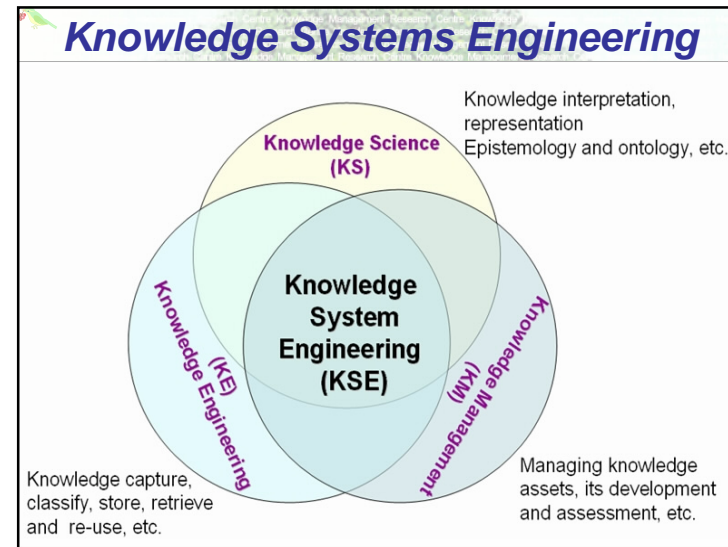
Change

Intellectual Capital

Organizational Learning

Intellectual Property Management

THE HONG KONG POLYTECHNIC UNIVERSITY **KMRC**



Knowledge Science, Engineering and Management 2007

2nd International Conference on Knowledge Science, Engineering and Management

KSEM 2007

November 28-30, 2007, Melbourne, Australia
Hosted by Deakin University, Australia

Sponsors:

- Air Force Office of Scientific Research, Australian Office of Aerospace Research and Development (AFOSR/AOARD)
- Deakin University, Australia
- German Research Center for Artificial Intelligence (DFKI)
- The Hong Kong Polytechnic University
- Zhejiang Overseas Professional Platform Melbourne Office (ZPP)

Zili Zhang
Jörg Siekmann (Eds.)

Knowledge Science, Engineering and Management

Second International Conference KSEM 2007
Melbourne, Australia, November 2007
Proceedings

LUCKS 2007 (KSEM2007)

Springer

International Joint Conference on Knowledge and Systems Science 2007

The 8th International Symposium on Knowledge and Systems Sciences (KSS2007)
The 2nd International Conference on Knowledge, Information and Creativity Support Systems (KICSS2007)
 November 5-7, 2007
Ishikawa High-Tech Conference Center
Ishikawa, Japan

The 8th International Symposium on Knowledge and Systems Sciences (KSS2007) and
 The 2nd International Conference on Knowledge, Information and Creativity Support Systems (KICSS2007)

LMDC

KM Competency Development

5 20 KM Consultancy Competencies for KA Academy

- **Business Development**
 - able to conduct km presentations, briefings and chair km conferences
 - able to publish successful km blogs, papers, articles, books, video's
- **Evaluate**
 - able to critically review and assess the best km strategies, processes, methods, tools and technologies
- **Stage 1 Plan**
 - able to provide knowledge leadership
 - able to identify the critical knowledge areas / assets
 - able to develop and align the km strategy with the business strategy
 - able to perform a knowledge audit, analysis & assessment
 - able to conduct a change readiness assessment and develop a transformation plan
 - able to develop the km business case
 - able to obtain top management buy-in and approval
- **Stage 2 Develop**
 - able to analyse and leverage knowledge in the business processes
 - able to analyse and leverage the knowledge networks
 - able to analyse and leverage the knowledge technologies
 - able to develop the knowledge asset schema
- **Stage 3 Implement**
 - able to demonstrate km principles and benefits through the design, implementation, measurement and assessment of a km pilot initiative
 - able to manage deliverables to ensure progressive business value creation and robust risk management
 - able to measure and report on knowledge assets
 - able to integrate knowledge worker competence development with rewards and recognition
 - able to conduct knowledge management training and education
- **KM Product Development**
 - able to develop new km methods, processes, tools and techniques

KM Singapore 2007


Fourth Annual iKMS Practitioner's Conference - 01 November 2007

KM Case Study Cafe

Mark Hamilton - The British Council
 Atreyi Kankanhalli - NUS
 Eric Tsui - HK Manufacturing Co
 Maish Nichani - Public Sector Intranet
 Ng Kok Chuan - DSTA
 Karuna Ramanathan - SAF
 Nicole Sy - CLP Power
 Noor Faridah A. Rahim - Temasek Polytechnic

iKMS Information & Knowledge Management Society

iKMS Case Study Cafe



Title of Case:
Using social software to engage staff and keep content current.

Presenter's Name, Position and Organisation:
Mark Hamilton, British Council

The Background and Purpose of the KM Effort in the Case

The main objectives are to

- ensure that employees know roles, responsibilities, issues, problems, procedures, relating to their job and living in Singapore.
- ensure that the descriptions of roles, responsibilities, issues, problems, procedures, are up to date
- ensure that there is only one documented version of this information in one place
- ensure that employees know who to ask for this information and are not afraid to ask

Prior to our new approach, staff

- felt frustrated and anxious at their lack of understanding
- didn't know who to ask or were afraid to ask
- referred to multiple MSWord documents (poor version control)

What to do

1. Identify the need.
2. Gather a small group of 'owners': mostly senior staff and other 'people who know'. Explain why they are going to use a wiki. Make one of them the wiki administrator. Ask them to transfer existing documents to the wiki. Provide plenty of shoulder-to-shoulder support at this stage. Explain that once they have finished, they will pass their ownership to new staff as part of an induction activity.
3. The induction activity requires new staff to make changes to the wiki document for content which they consider to be: out-of-date, unclear, incomplete, incorrect, or long-winded. They do this by checking with other 'people who know' (identified in the document), by meeting and talking with them. The inductees listen and make the necessary changes to the wiki document.
4. The document should be reviewed six monthly or annually by senior staff/all staff

Lessons Learned

What hurdles or barriers do you face?

- Ownership. Managers find it hard to let go. They start off being keen content owners, but become reluctant to pass ownership onto new staff later on. Managers then fail to keep the content up to date.
- Delegation. When they see that they won't have time to keep the content up to date, they delegate the job to subordinates who don't know enough about the content and end up asking new staff.
- The wiki software is only a tool. Tools don't solve problems, people do. The need for shoulder-to-shoulder work is essential to the success of the wiki. Unfortunately, some people often respect the tool as the solution and neglect the work people need to do.

Impact and Benefits

- What were the business benefits of your KM effort?
 - Cost down - new staff do the work (not senior staff)
 - Quality up - All staff kept up to date on current practices
 - Risk down - content is updated regularly

One of the main benefits is that the activity of talking to the 'people who know' establishes understanding of job roles and helps establish relationships and channels of communication.



2007 MIS Asia Excellence Award – KM



Best Knowledge Management



James Lang LaSalle
BITecor



BITecor was awarded the Best Knowledge Management award in the 2007 MIS Asia Excellence Awards. The award recognizes BITecor's commitment to knowledge management and its role in driving business success. The award is presented to the company by the MIS Asia Excellence Awards committee.

Project Brochures are available ...

This image displays a collection of project brochures. The top row features three brochures with titles: 'Conducting KM projects in the Hong Kong Real Estate Sector', 'Conducting KM projects in the Transportation Sector in Hong Kong', and 'Conducting KM projects in Departments of the Hong Kong SAR Government'. Below these are several smaller brochures, including one titled 'Conducting KM projects in Hong Kong'. The brochures contain text, images, and logos, providing detailed information about various KM projects and their outcomes.

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