



Bengkel

# **Pengenalan JPEDIA & JCOP**

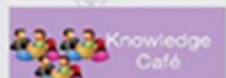
@ JKR Malaysia

Khairil Hizar Md Khuzaimah & Nor Parzila Abdul Ghaffar  
Unit ECKM, CPAB, JKR

# JKR Enterprise Content & Knowledge Management Program



## KM Tools and Techniques



### JKR KM VISION

To become a first-class knowledge centre that provides the optimum in performance support via optimization based on trust, partnerships and a mutual win-win mentality

### JKR KM MISSION

To improve our performance by getting the BEST Knowledge to the right people at just the right time

Knowledge managers in HQ and JKR States

Quarterly Mesyuarat JKPPPI



## Knowledge Fairs

PERSADA MINDA

WACANA ILMU

WADAH ILMU

SEMARAK ILMU

LIGA ILMU

KARNIVAL PEMBUDAYAAN ILMU



## KM Initiatives & Products



## What I will cover



Begin with the end in mind

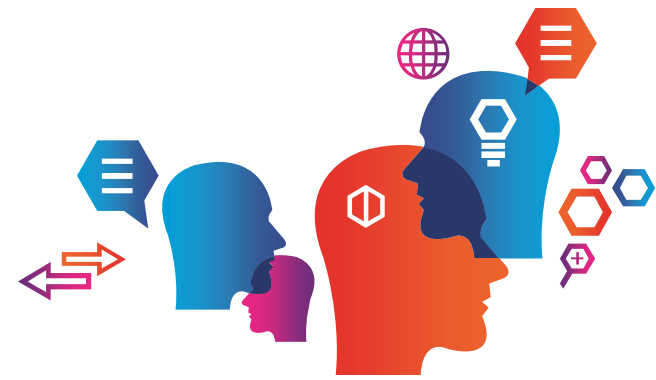
Why ECKM matters to us

JKR KM Agenda and Journey

ECKM Products

ECKM Activities





# WHY DO YOU WANT TO IMPLEMENT KNOWLEDGE MANAGEMENT?

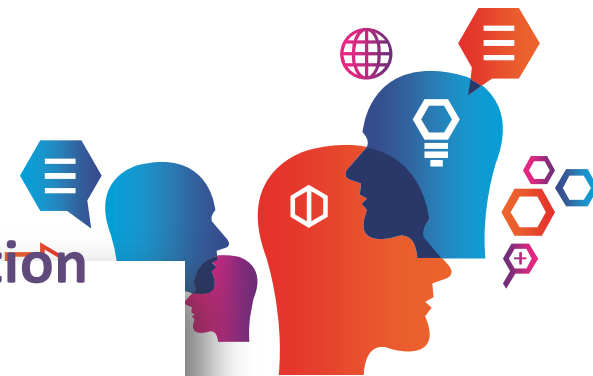
# Why ECKM matters to JKR

- 1 Our most critical technical knowledge remains siloed in the organisation – or worse, is heading out the door



- 2 Our people work at different locations and are geographically dispersed. Knowledge sharing across the department becomes more challenging. People are not learning from each other and are reinventing the wheel

# **SILOS** result in lack of trust, limited communication and isolation



## **Vertical**

Across  
levels and  
hierarchy



## **Horizontal**

Across functions  
and expertise



## **Stakeholder**

Beyond  
boundaries of the  
company with  
external partners



## **Demographic**

Across diverse groups  
(e.g., gender, ethic,  
nationality)



## **Geographic**

Across regions and  
locality

<http://www.chrisernst.org/w-hy-boundary-spanning-networks/activate-the-network/>



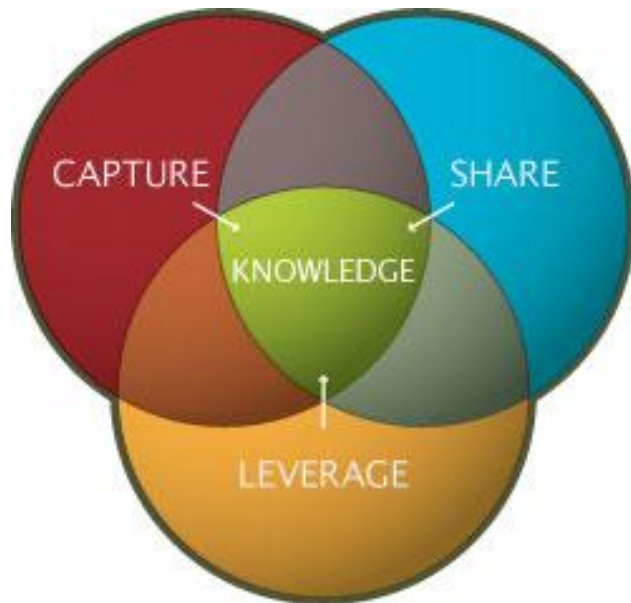
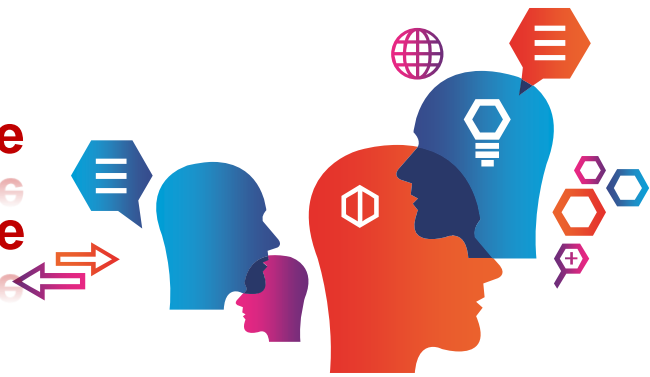
# Knowledge gap



Knowledge  
seeker

Knowledge  
bearer

# How KM can improve the organisational performance



Easy to find experienced individuals

Enterprise wide knowledge at our finger tips

Improve productivity by reusing “what we know

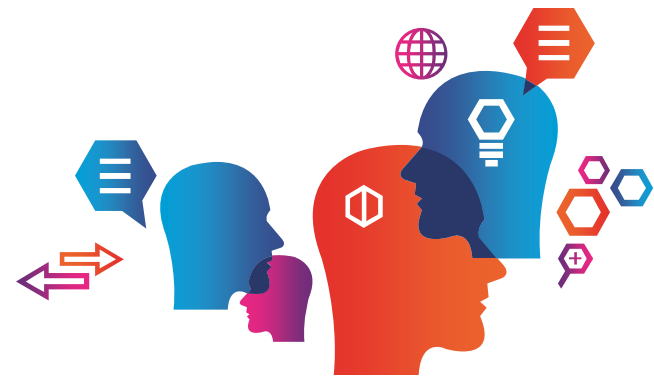
Improve communication and break down silos

Generate new ideas that can be incorporated into innovative products and processes



**9001:2015**

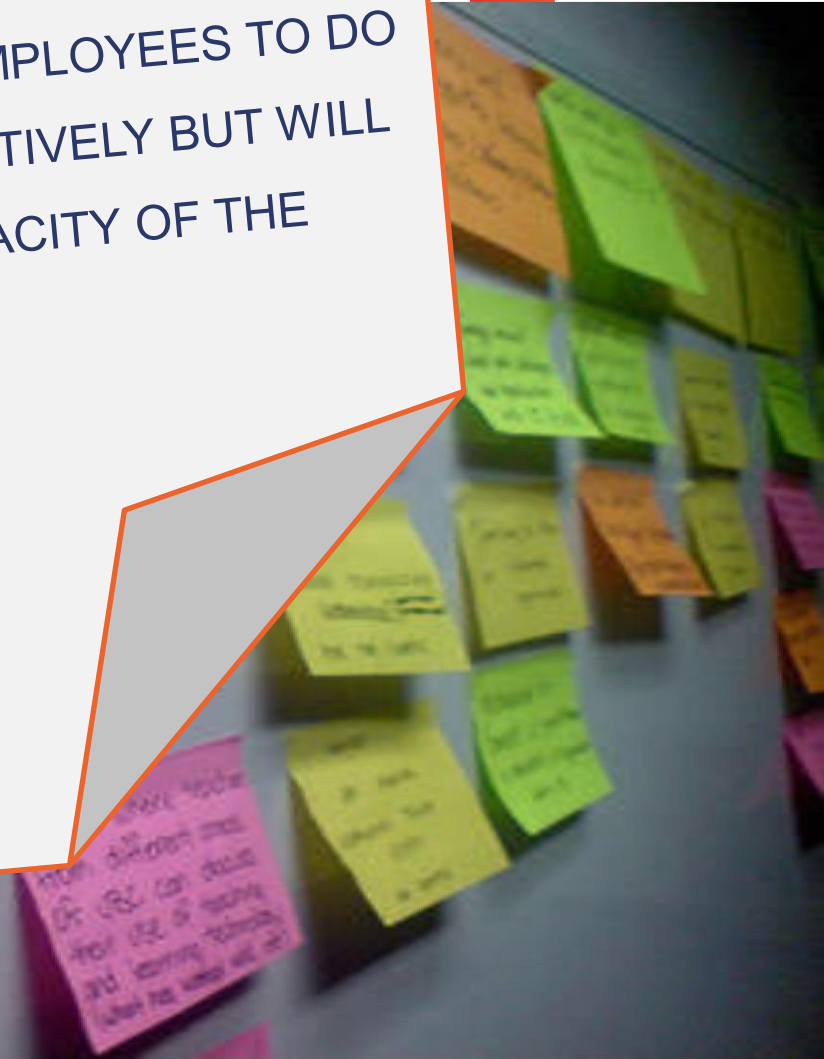
## ISO 9001:2015 - Clause 7.1.6

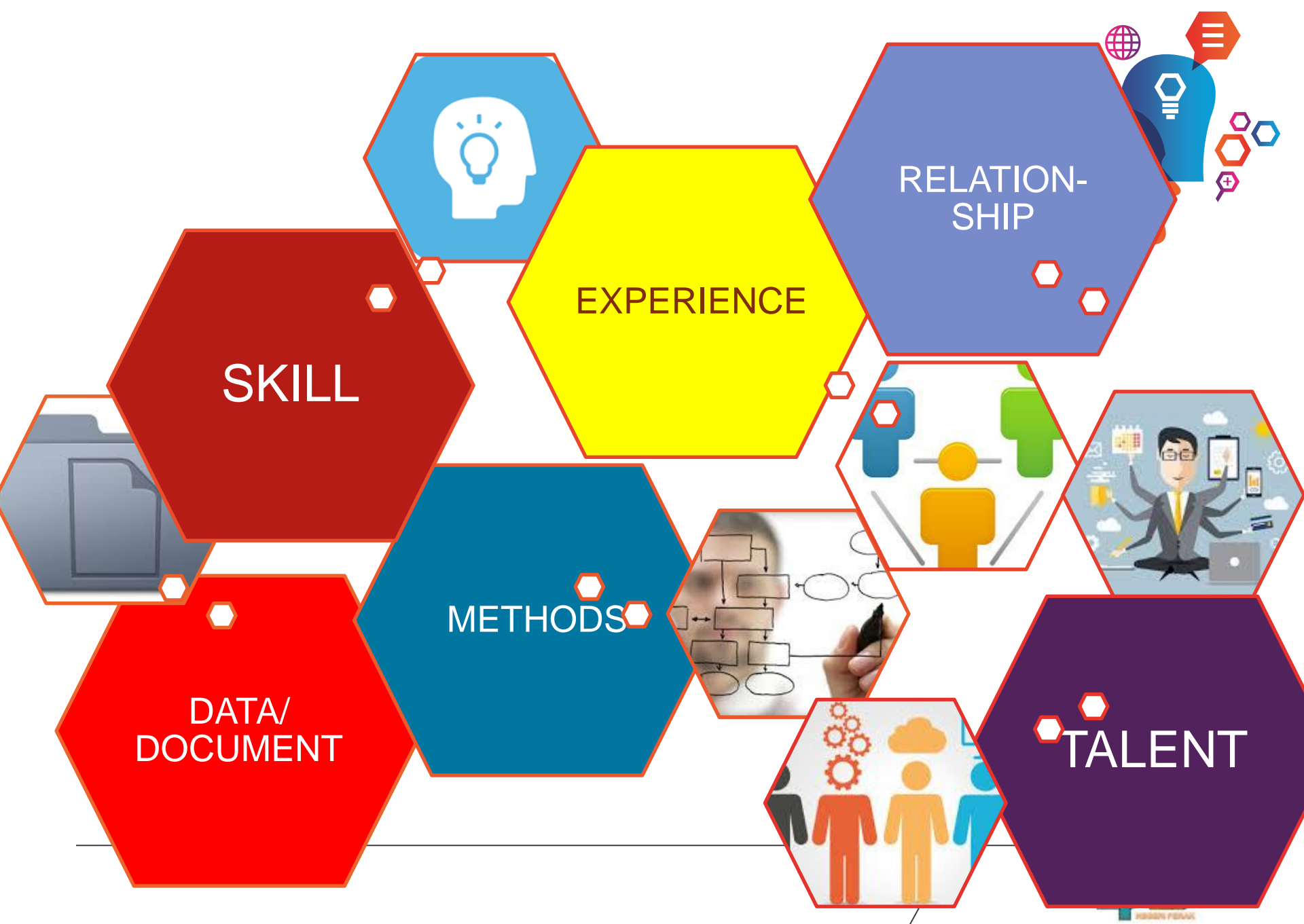


Organisations need to determine and manage its knowledge to ensure the operation of its processes and that it can achieve **conformity of products and services**

**GIVING THE BEST KNOWLEDGE TO THE RIGHT PEOPLE AT  
THE RIGHT TIME  
WILL NOT ONLY**

**PROVIDE PERFORMANCE SUPPORT FOR EMPLOYEES TO DO  
THEIR JOB MORE EFFICIENTLY AND EFFECTIVELY BUT WILL  
ALSO ENHANCE THE INNOVATION CAPACITY OF THE  
DEPARTMENT**





# Types of Knowledge



**20%**

**USE IT OR  
LOSE IT**

**80%**

Information, Documents,  
Records and Files

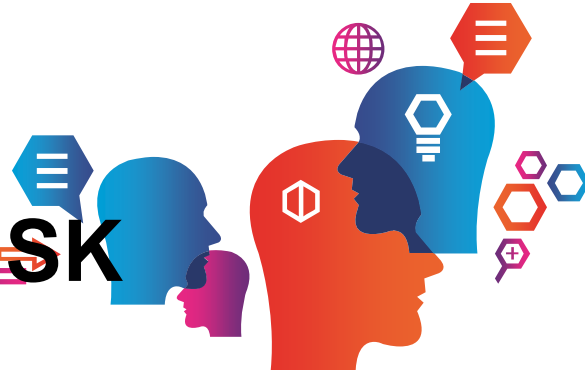
**EXPLICIT KNOWLEDGE**  
*Identified and Codified*

**TACIT KNOWLEDGE**  
*Lives in people and their practices*  
Experiences, Competence,  
Commitment, Deeds and Thoughts

# KNOWLEDGE AUDIT



**RISK**



**ACCESSIBILITY**



**GAP**

# KM JOURNEY IN JKR FROM 2008 - 2016

## Create The Buzz

- **June - Dec**  
ECKM Briefing to ECKM team; Introduction to KM course for ECKM team; ECKM Handbook

## Getting Others Involved

- **Jan - June**  
Set up J/K Pelaksanaan dan Pemantauan Pembudayaan Ilmu & Appoint Knowledge Managers; K-Visits; Knowledge Audit CKUB
- **Jul - Dec**  
Launched e-PSMG; Briefing at Mesyuarat Pengarah-pengarah and Mesyuarat Jurutera Daerah; Avillon Knowledge Café; Karnival Pembudayaan Ilmu

## More Initiatives

- **Jan - June**  
KM Seminar for top management; JPedia Lessons Learned Process; J-10 Requirements Specs for ECKM Initiatives, Sepang Knowledge Café
- **Jul - Dec**  
Content management governance; KM Training; KM Seminar for J48 and above; Semarak Ilmu

## Inculcating Knowledge Sharing Culture

- **Jan - June**  
JPedia & JCoP Roadshows A'Famosa Knowledge Café K-Visits, K-Managers Meeting HKL Project Lessons Learned Workshop; SUKMA Project Lessons Learned Workshop; Exit interviews
- **Jul - Dec**  
Workshops on Sustaining CoPs Wacana Ilmu; JCoP v.2; JCoP survey

## Shared Learnings

- **Jan - June**  
PLL Workshops PLL Guide K-Connect Seminar CoP Health Check
- **Jul - Dec**  
JCoP / JPEDIA Roadshow KM Audit Persada Minda Seminar CoP JKR

2008

2009

2010

2011

2012

2013

2014

2015

2016

## Quick Wins to Get Buy In

- **Jan - June**  
Talks; KM workshops
- **Jul - Dec**  
Pilot online knowledge repository (e-PSMG); Developed ECKM Framework; ECKM Roadmap and Taxonomy

## Sell, Sell, Sell

- **Jan - June**  
Workshops to enhance e-PSMG content; ECKM Roadshows; Present Papers at International Conferences; K-Visits; K managers meeting
- **Jul - Dec**  
KM Readiness Assessment; Genting Knowledge Café

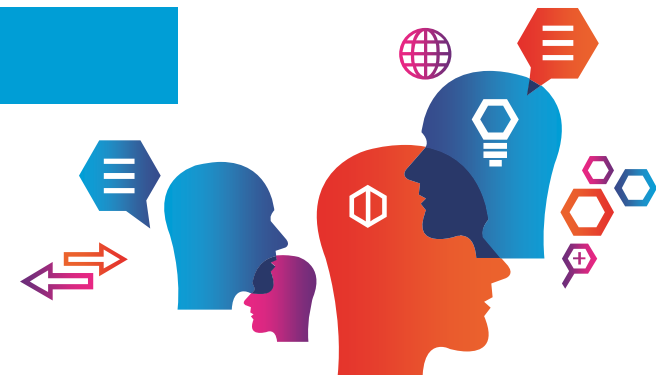
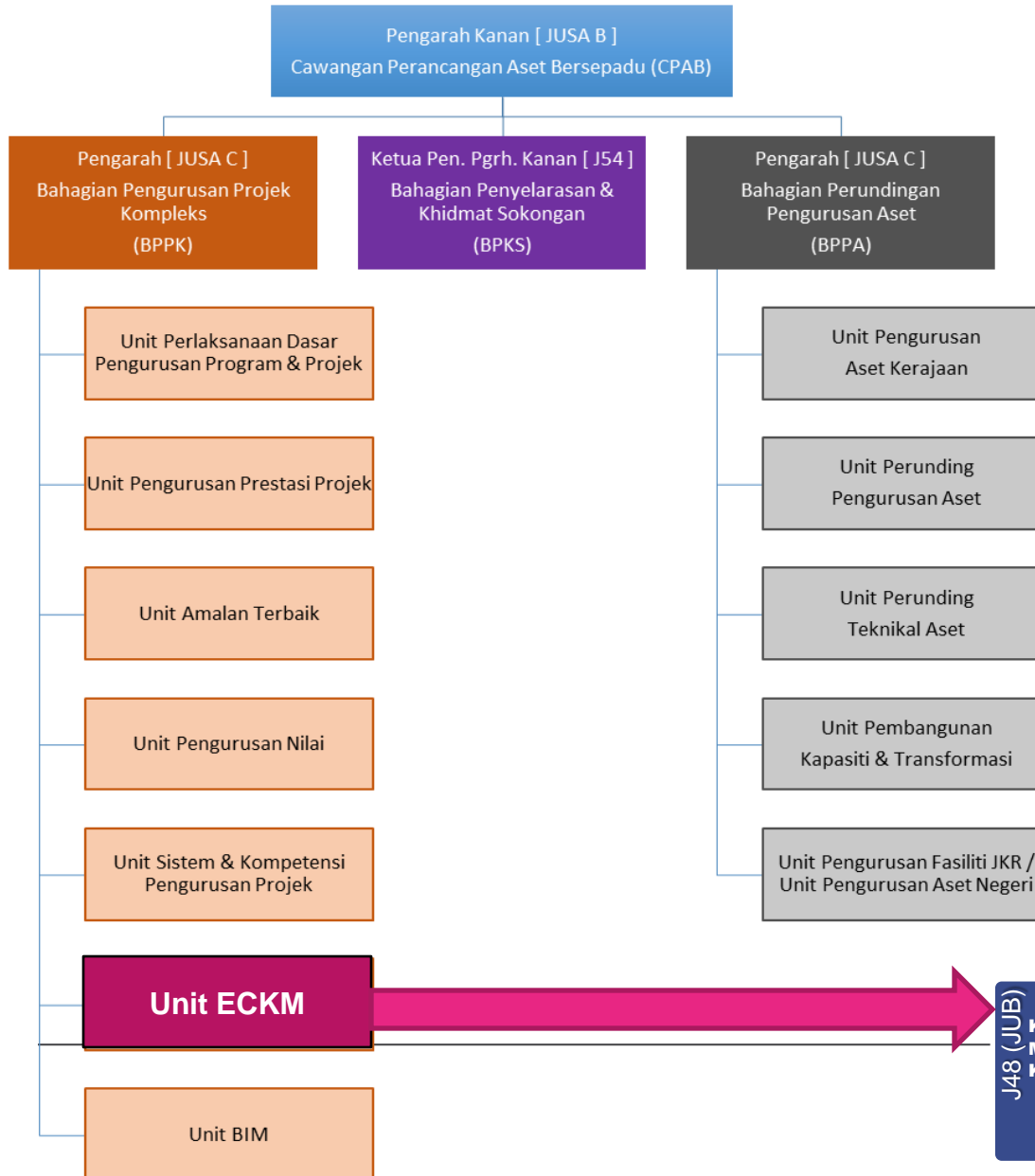
## Retaining & Transferring Tacit Knowledge

- **Feb - June**  
Cultivate CoPs; JPedia Roadshows; UPMN Lessons Learned Workshop; Story telling Workshop; K-Visits; K managers meeting; Gambang knowledge Café
- **Jul - Dec**  
JCoP portal; Wadah Ilmu; CoP Launching and Seminar; Exit interview

## Communicate and Collaborate

- **Jan - June**  
JCoP Newsletter; Seminar CoP for Top Management; Publish CoP guides; K-Visit; Penang K-Café; K managers meeting; JCoP Roadshows; Exit Interviews, JCoP Moderators Workshop; KM Prog. for cadre officers; JCoP day
- **Jul - Dec**  
Persada Minda; JPedia workshop

# ECKM Office Team



## THE ECKM TEAM IN CPAB

**Sr. Roznita Othman**  
Pengarah Kejuruteraan (Komunikasi)  
Juruukur Bahan

**J48 (JUB)**  
Khairil Hizar  
Md. Khuzaimah

**J41 (Awam)**  
Norparzila  
Abd. Ghaffar

**J41 (Awam)**  
Khairunnisa  
Mohd Hairuddin

**J29 (Awam)**  
Safira Aiza  
Ahmad

# Knowledge Managers Roles & Responsibilities



Accountable for improving the circulation of knowledge throughout the organization.

Responsible for applying new knowledge to improve behaviors.

Responsible for creating awareness and conducting at least five knowledge sharing sessions per year.

Act as resources to help manage/leverage knowledge content

Implement and monitor KM strategy and activities

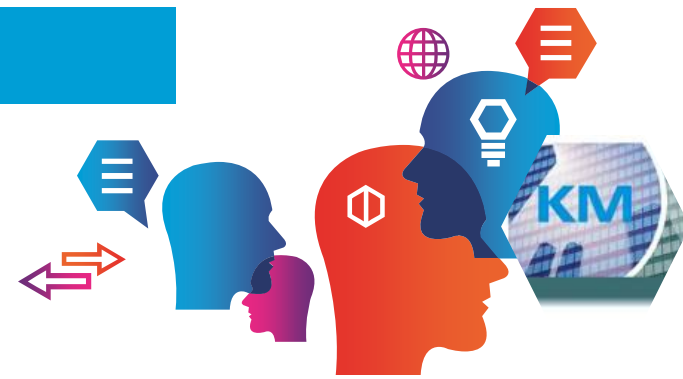
Promote awareness and understanding of KM

Improve processes and practices for collection, safekeeping, disseminating and sharing of knowledge assets to ensure their quality and availability

Reports to J/K Pelaksanaan dan Pemantauan Pembudayaan Ilmu on knowledge and learning activities conducted at the Branch/State level

# The KM Agenda

*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***



## MAJOR KM INITIATIVES (since 2008)

- JPedia**, an online repository to share knowledge-in-context)
- Communities of Practice** to share domains of knowledge
- JCoP**, an online platform to ask and discuss
- Project Lessons Learned System** to share key project learnings
- KM Toolbox**, set of tools and techniques to capture and share insights and ideas
- JKR Yellow Pages** to locate experts within the department
- E-Learning** to provide 24 x 7 learning environment

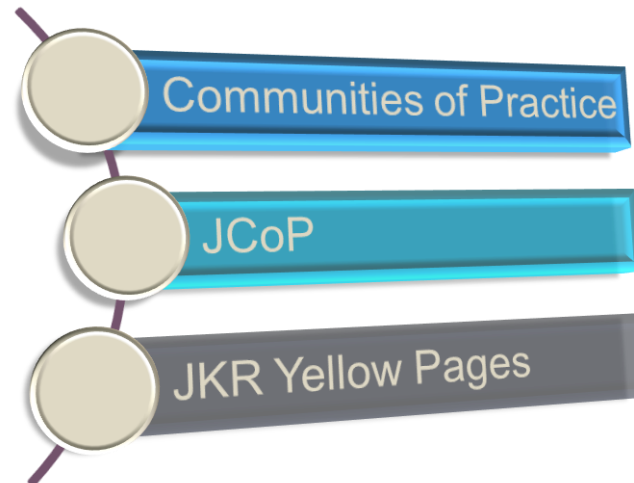
# JKR Knowledge Transfer Strategies and Initiatives



## Personalisation Strategy

Uses technology to provide information of "what" and "when" whatever means.

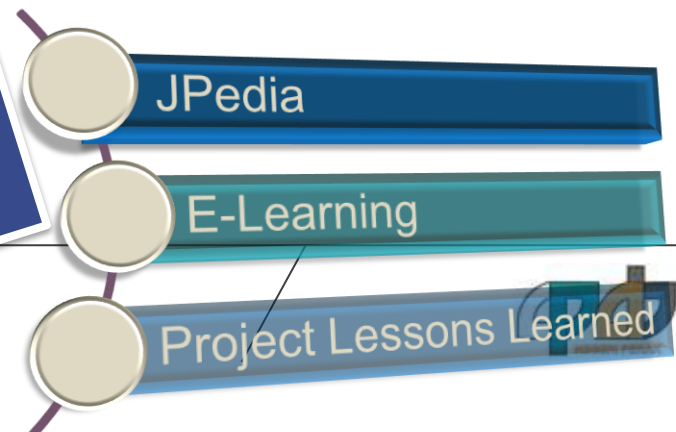
Connecting  
People to People



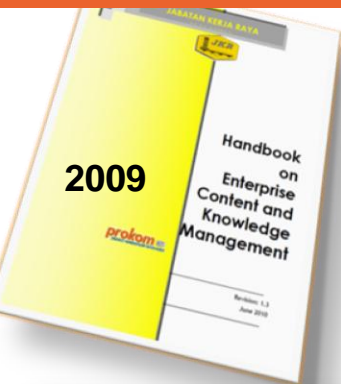
## Codification Strategy

Detaches knowledge from its context and codifies it into articles, books, and other documents.

Connecting  
People to Content



# ECKM products



2010 – epsmg  
2012 - JPedia



2013

2011 – KM  
readiness  
assessment

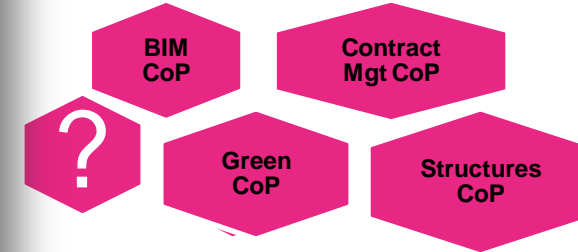


JKR CoP Domains

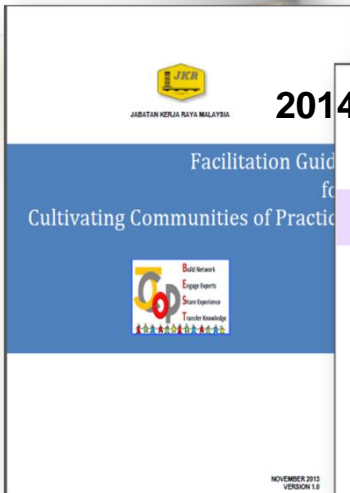
2013



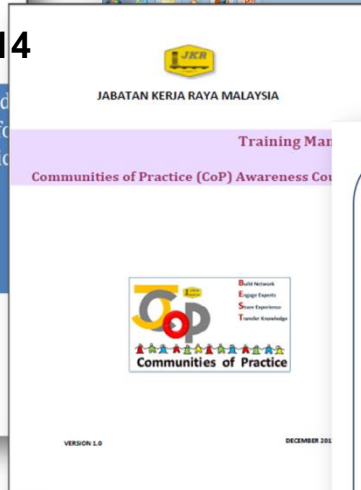
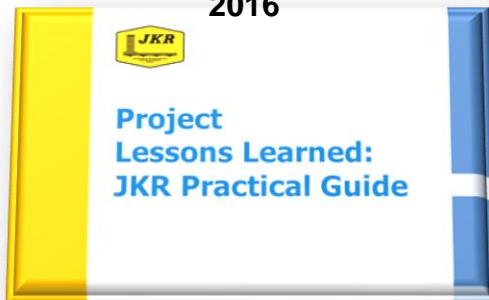
2016



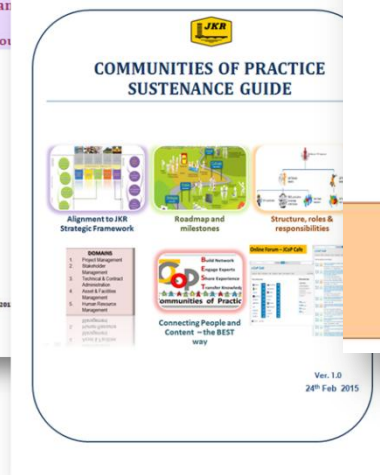
2014



2016



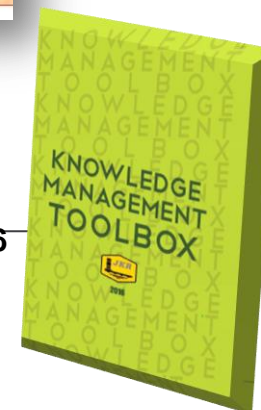
2015



2013



2016



# The KM Agenda

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## MAJOR KM INITIATIVES (since 2008)

1

**JPedia**, an online repository to share knowledge-in-context)

2

**Communities of Practice** to share domains of knowledge

3

**JCoP**, an online platform to ask and discuss

4

**Project Lessons Learned System** to share key project learnings

5

**KM Toolbox**, set of tools and techniques to capture and share insights and ideas

6

**JKR Yellow Pages** to locate experts within the department

7

**E-Learning** to provide 24 x 7 learning environment

# JKR KM Online Tools

## JPedia

### Online Knowledge Repository

- Best Practices
- PM Competency Framework
- Project Lessons Learned
- Technical References and Guides
- Presentations
- Conference Papers

Connect People to Content

The screenshot displays the JKR KM Online Tools interface. At the top, the JKR logo is visible. The main content area shows the 'Frontpage' with a welcome message and a list of featured articles and knowledge assets. A prominent orange banner with the text 'Share Explicit Knowledge' is overlaid on the page. Below the banner, a detailed article titled 'Road Work WBS' is shown, featuring a list of navigation links, a search bar, and a toolbox. The article content includes a description of a hand auger and a list of related topics.

**Share Explicit Knowledge**

**Featured Article**

**Featured Knowledge Assets**

**Road Work WBS**

The hand auger is very simple hand tool used for drilling into soft soils down to a maximum depth of 10 meters. Different steel augers (drill bits) can be attached at the bottom end of the drill rods. The auger is rotated by hand and the soil is emptied. A different auger can be used for each formation (soil) type. Hand augering is used for the following purposes:

- 1) SURVEY WORK
- 2) SOIL INVESTIGATION

**Navigation:**

- Main Page
- Community portal
- Current events
- Recent changes
- Random page
- Help

**Search:**

Go Search

**Toolbox:**

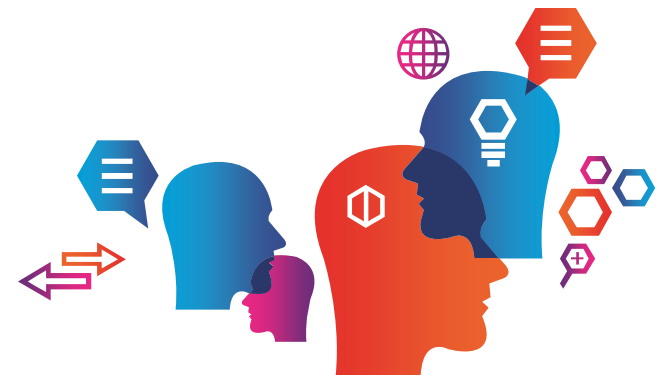
- What links here
- Related changes
- Special pages
- Printable version
- Permanent link

**Related Topics:**

- Borehole
- JKR Procurement
- Hand Auger
- Trial Pile
- Cone Penetration Test
- Vane Shear Test
- Plate Load Test
- Site Labor
- Sieve Analysis
- Moisture Content
- Modification

**Image:** Two workers in high-visibility vests are using a hand auger to drill into the ground.

# JPedia Statistics



## PAGE STATISTICS



**60**

AVERAGE VISITS/DAY



**9,522**

PAGES



**7,518**

UPLOADED FILES



**2,749**

REGISTERED USERS

# The KM Agenda

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# JKR CoPs



Peer networks of practitioners **within JKR** who help each other to **perform better** by **sharing knowledge and experience**.

Through this collaborative environment, **new knowledge** is created and will help spark **innovation**





# The CoP journey



Aligning to JKR Strategic Framework



Roadmap and milestones



Structure, roles & responsibilities

## DOMAINS

1. Project Management
2. Stakeholder Management
3. Technical & Contract Administration
4. Asset & Facilities Management
5. Human Resource Management
6. BIM
7. Green
8. Contract Mgt
9. Structures

9. Structures  
8. Contract Mgt  
7. Green

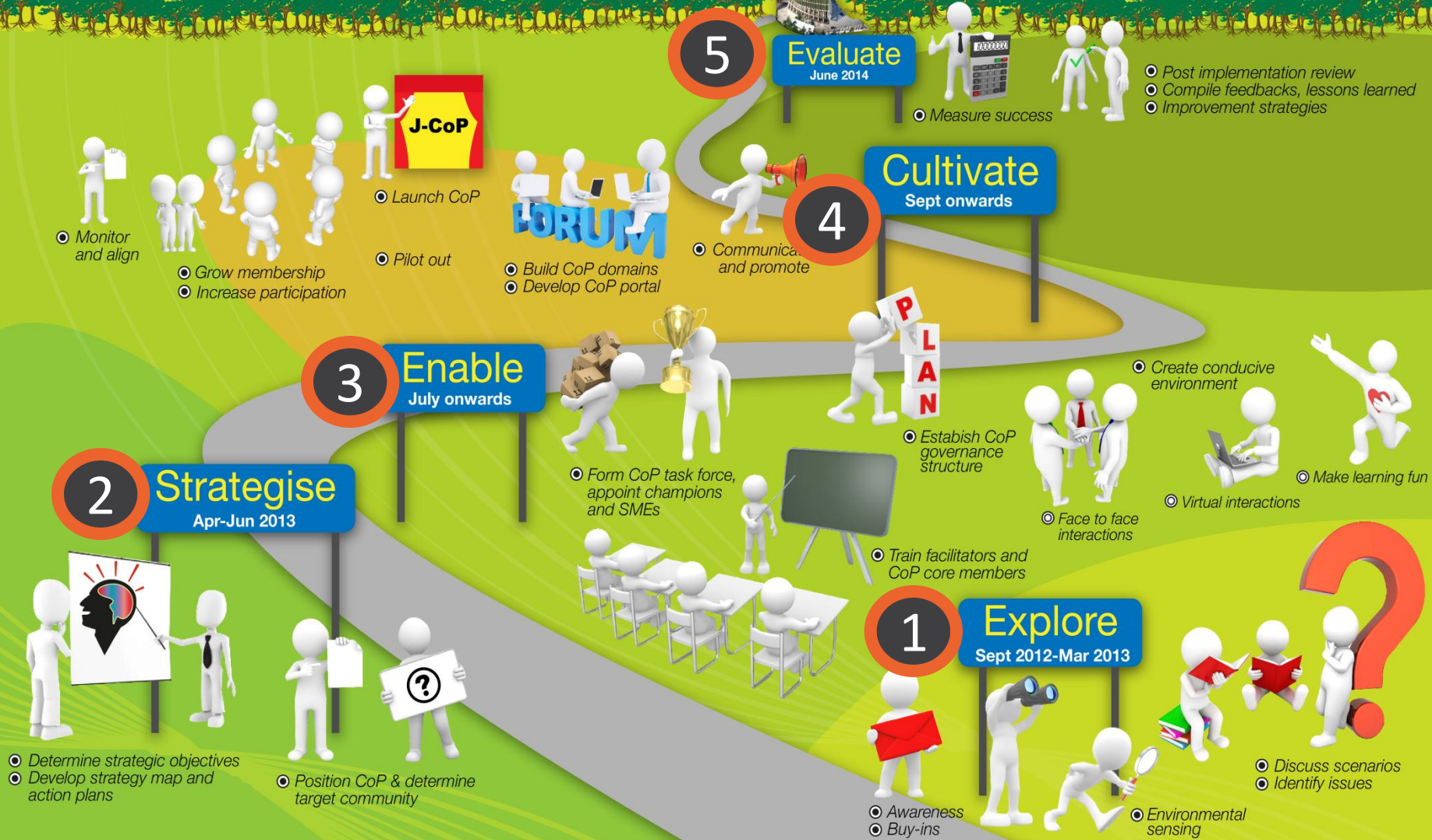


Connecting People and Content – the BEST way

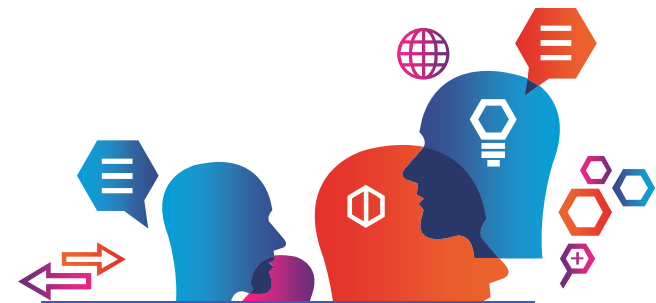
## Online Forum – JCoP Cafe



# JKR as a Learning Organisation



# CoP Domains @ JKR



Project Management

Assets and Facilities  
Management

Stakeholder  
Management

Human Resource  
Management

Technical and  
Contract  
Administration

Structure

BIM

Green

Contract  
Management

**JCoP & Communities Of Practice**

Salam sejahtera!

Setelah beberapa bulan merancang, akhirnya terbitlah e-risalah JCoP yang pertama. Tentunya ramai yang tertanya-tanya apa itu JCoP dan apa pula *Communities of Practice* (CoP).

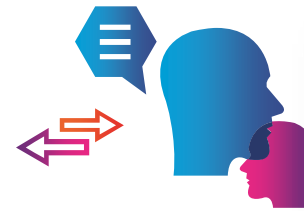
CoP adalah kumpulan orang yang mempunyai minat/kecenderungan yang sama, yang berkongsi ilmu di antara satu sama lain. Sejumlah lima (5) domain CoP telah diwujudkan. [Klik di sini](#) untuk mengetahui lebih lanjut.

JCoP adalah satu wadah perkongsian pengetahuan online untuk memudahkan CoP berinteraksi. Melalui JCoP, warga JKR boleh saling bantu sesama sendiri dalam pelaksanaan kerja dengan mengajukan pertanyaan untuk mendapatkan pandangan atau nasihat daripada mereka yang berpengalaman.

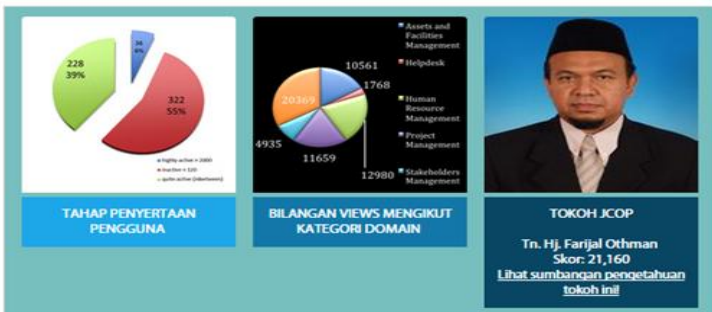
**Baca Seterusnya...**

## JCoP Newsletter

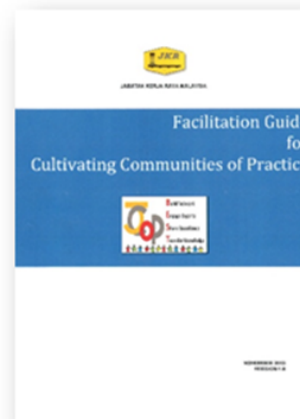
# CoP Publications



## CoP Starter Kit



## CoP Facilitation Guide



## CoP Awareness Training Manual



## CoP Sustenance Guide



## Seminar on CoP for Top Management and Pengarah JKR and CoP Launch on 25 November 2013



## Seminar Communities of Practice JKR 2015

24 February



## Seminar KConnect 2016

17/5/2016 @ Sasana Kijang, Bank Negara



## Seminar CoP JKR 2016

6/9/2016 @ PPAS, Shah Alam, Selangor



# The KM Agenda

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## JKR KM Online Tools

### JCoP

### Virtual Communities of Practice

- CoP Domains
- Subject Matter Experts Profile
- Ask and Discuss Online Platform



Connect People to People

#### Keretakan tembok

+5  
votes

asked Mar 25, 2014 In Structure by Mastura (170 points)

Bangunan asal sekolah ini empat tingkat dan hanya satu tangga disediakan. Kemudian, tangga tambahan dibuat pada bangunan tersebut. Sekarang, ada keretakan diantara bangunan asal dengan tangga tambahan tersebut.

Bagaimana

commented Apr 1, 2014 by Rosli (4,750 points)

Dinding untuk koridor perlukan stiffener dan dowel bar. Begitu juga dinding tangga baru dengan blok sekolah. Jika tidak disediakan stiffener + dowel bar, bermaksud dinding tersebut bergantung harap kepada sambungan mortar dan berat sendiri (self weight) dan berisiko kepada horizontal loading.. i.e pelajar / murid sekolah bertolak-tolakan (bergurau) antara satu sama lain pada dinding tersebut. Untuk info, minimum requirement bagi horizontal loading boleh dirujuk dalam Table 4 BS6399.

Struktur tangga baru dibuat dengan sambungan (structural joint) dan Enck Harjit.

Struktur tangga dibuat kepada semua sambungan antara slab tangga dengan lantai koridor pada setiap tingkat. Kemungkinan ada yang retak banyak dan ada juga sedikit pada sambungan antara tangga baru dan blok sekolah. Dikhuatiri pecahan mortar yang jatuh boleh mencederakan kepala pelajar / murid yang melalui di kawasan tangga baru tersebut.

Punca kenapa berlaku "gap" tersebut perlulah diketahui supaya pembaikan dibuat tidak berulang. Sekiranya atas desakan PPD / Pengetua / Guru Besar supaya ambil tindakan segera bagi elak persepsi kurang baik dari ibu bapa / masyarakat setempat, dinding dipecahkan sebahagian kecil sahaja yang berhampiran blok sekolah. Drill rasuk dan masukkan rebar sebagai stiffener dan sediakan dowel bar. Perbetulkan kembali construction joint.

Sekadar pandangan saya. Terima kasih.

Table 4 – Minimum Horizontal Imposed Loads For Parapets, Barriers and Balustrades, etc

TYPE OF ACTIVITY/OCCUPANCY FOR PART OF THE BUILDING OR STRUCTURE	EXAMPLES OF SPECIFIC USE	HORIZONTAL UNIFORMLY DISTRIBUTED LINE LOAD (kN/m)	A UNIFORMLY DISTRIBUTED LINE LOAD APPLIED TO PART OF THE INFILL (kN/m)	A POINT LOAD APPLIED TO PART OF THE INFILL (kN)
A Domestic and residential activities	(i) All areas within or serving exclusively one dwelling including stairs, landings etc. But excluding external balconies and edges of roofs (see C3 (i)).	0.36	0.50	0.25
B and E Offices and work areas not included elsewhere including storage areas	(ii) Other residential, (but also C1) (iii) Light access stairs and gangways not more than 600mm wide (iv) Light pedestrian traffic routes in industrial and storage buildings except designated escape routes (v) Areas not susceptible to overcrowding in office and institutional buildings also industrial and storage buildings except as given above	0.74 0.22 0.36 0.74	1.0 N/A 0.5 1.0	0.5 N/A 0.25 0.5
C Areas where people may congregate	(vi) Areas having fixed seating within 500mm of the barrier, balustrade or parapet	1.5	1.5	1.5
CL/C2 Areas with tables or fixed seating	(vii) Restaurants and Bars	1.5	1.5	1.5
C3 Areas without obstacles for moving people & not susceptible to overcrowding	(viii) Stairs, Landings, Corridors, Ramps (ix) External balconies and edges of roofs, footways and pavements within building carliage adjacent to basements/sunken areas	0.74 0.74	1.0 1.0	0.5 0.5
CS Areas susceptible to overcrowding	(x) Theatres, cinemas, discotheques, bars, auditoria, shopping malls, assembly areas, studio footways or pavements greater than 3m wide adjacent to sunken areas	3.0	1.5	1.5
D Retail areas	(xi) All retail areas including public areas of banks/building societies or betting shops. For areas where overcrowding may occur, see CS	1.5	1.5	1.5
F/O Vehicular	(xii) Pedestrian areas in car parks including stairs, landings, ramps, edges or internal floors, footways, edges of roofs (xiii) Horizontal loads imposed by vehicles	1.5 See clause 11	1.5	1.5

Structurally dependent

semanganya tidak bersambungaskan oleh Enck Harjit.





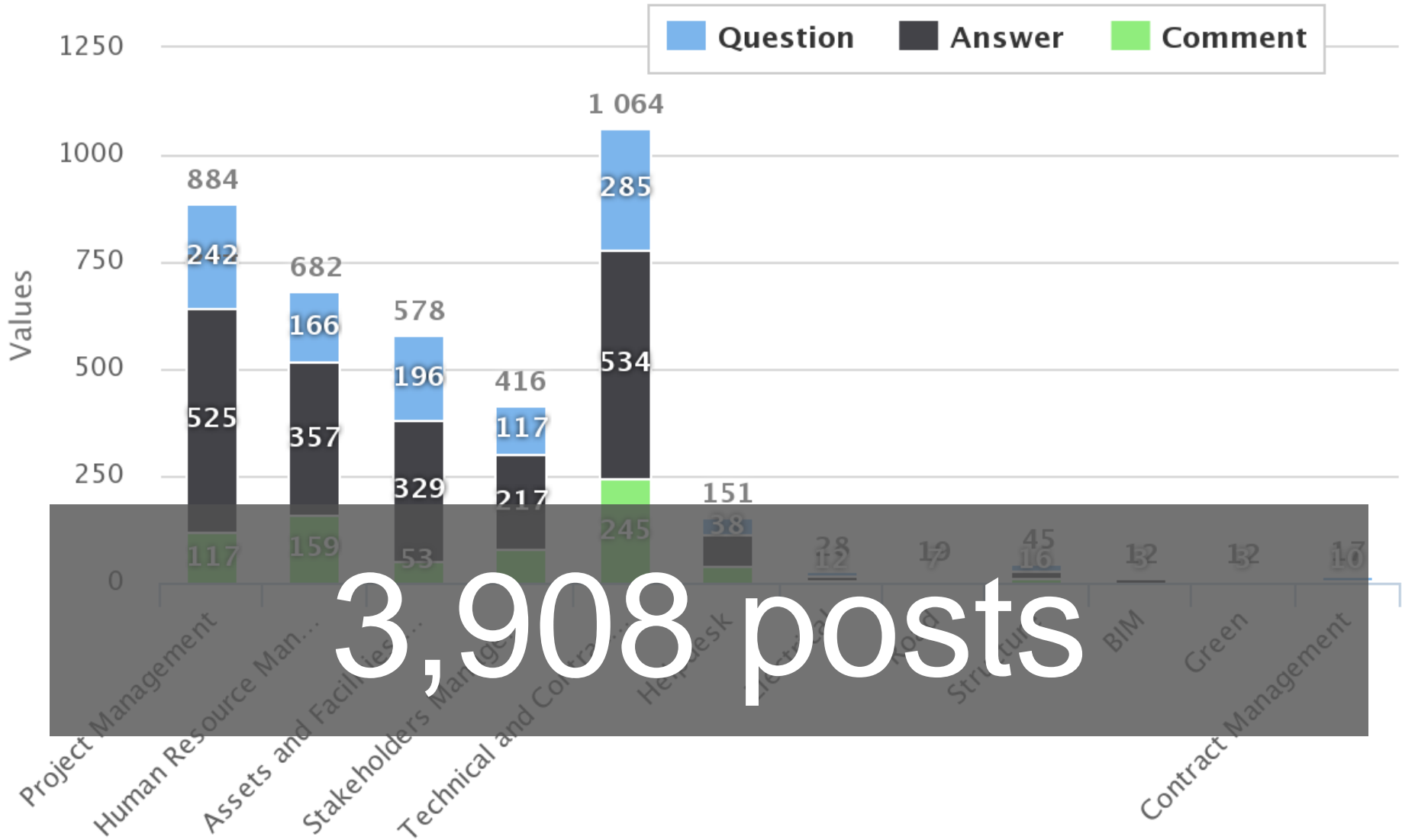
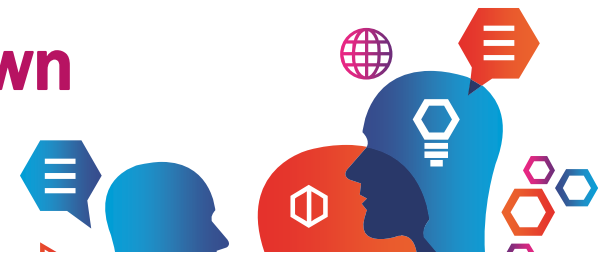
# Connecting People and Content – The **BEST** Way!



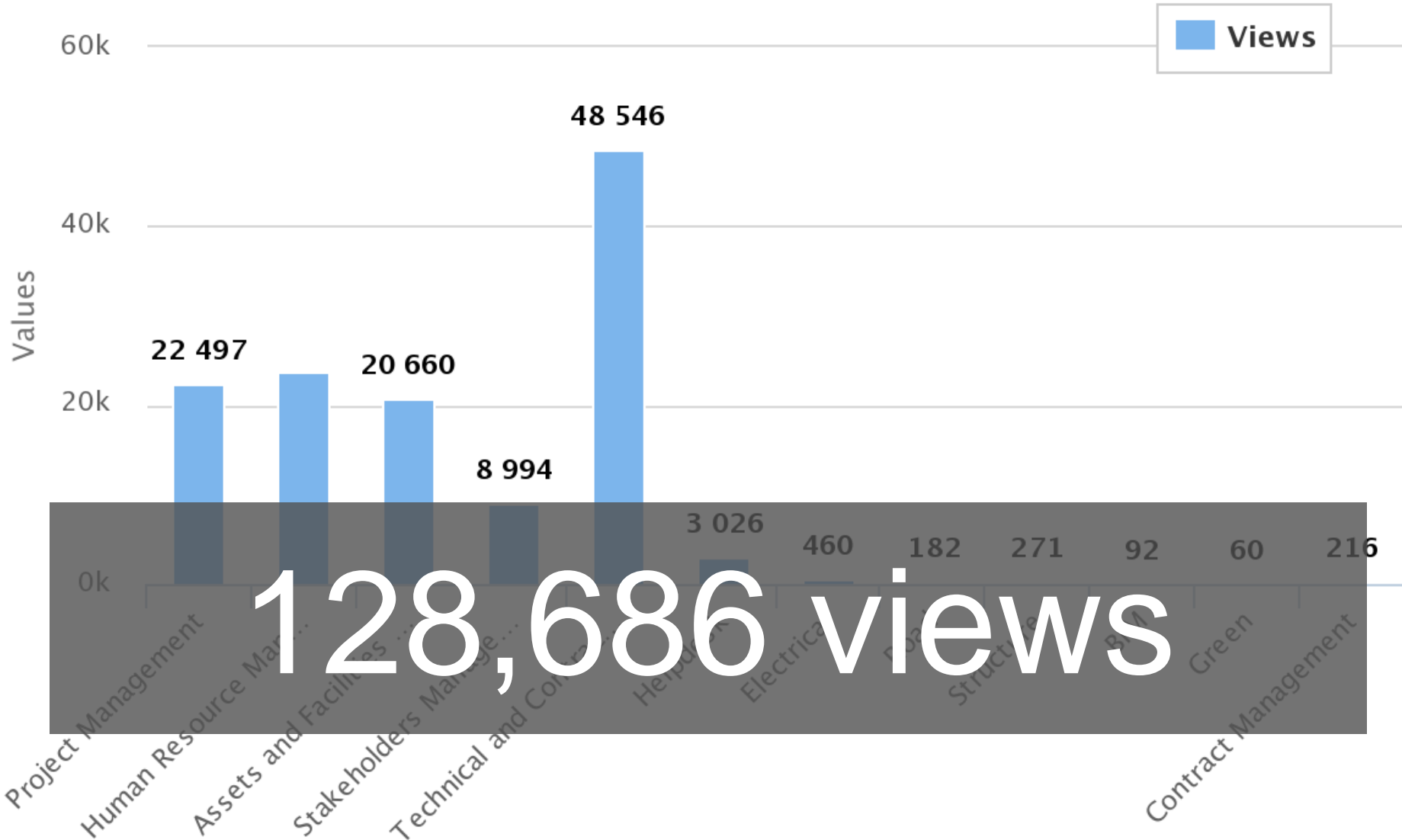
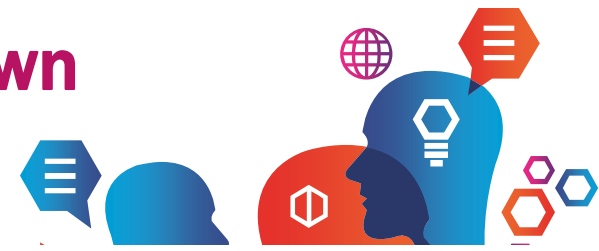
- **collaborative tool**  
enables people to share data, information and knowledge in real time
- **facilitate exchange of ideas and solutions**  
as well as **track members' participation**



# JCoP Statistics – Posts Breakdown



# JCoP Statistics – Views Breakdown



# JCoP Statistics – Quick Stats



**1,095**  
QUESTIONS



**2,092**  
ANSWERS



**721**  
COMMENTS



**2,258**



**REGISTERED USERS**

# The KM Agenda

*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***



## MAJOR KM INITIATIVES (since 2008)

- JPedia**, an online repository to share knowledge-in-context)
- Communities of Practice** to share domains of knowledge
- JCoP**, an online platform to ask and discuss
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- KM Toolbox**, set of tools and techniques to capture and share insights and ideas
- JKR Yellow Pages** to locate experts within the department
- E-Learning** to provide 24 x 7 learning environment

# Project Lessons Learned

## 1. KPI



## 2. Awareness Workshops



## 3. PLL Workshops



## 4. PLL Guide

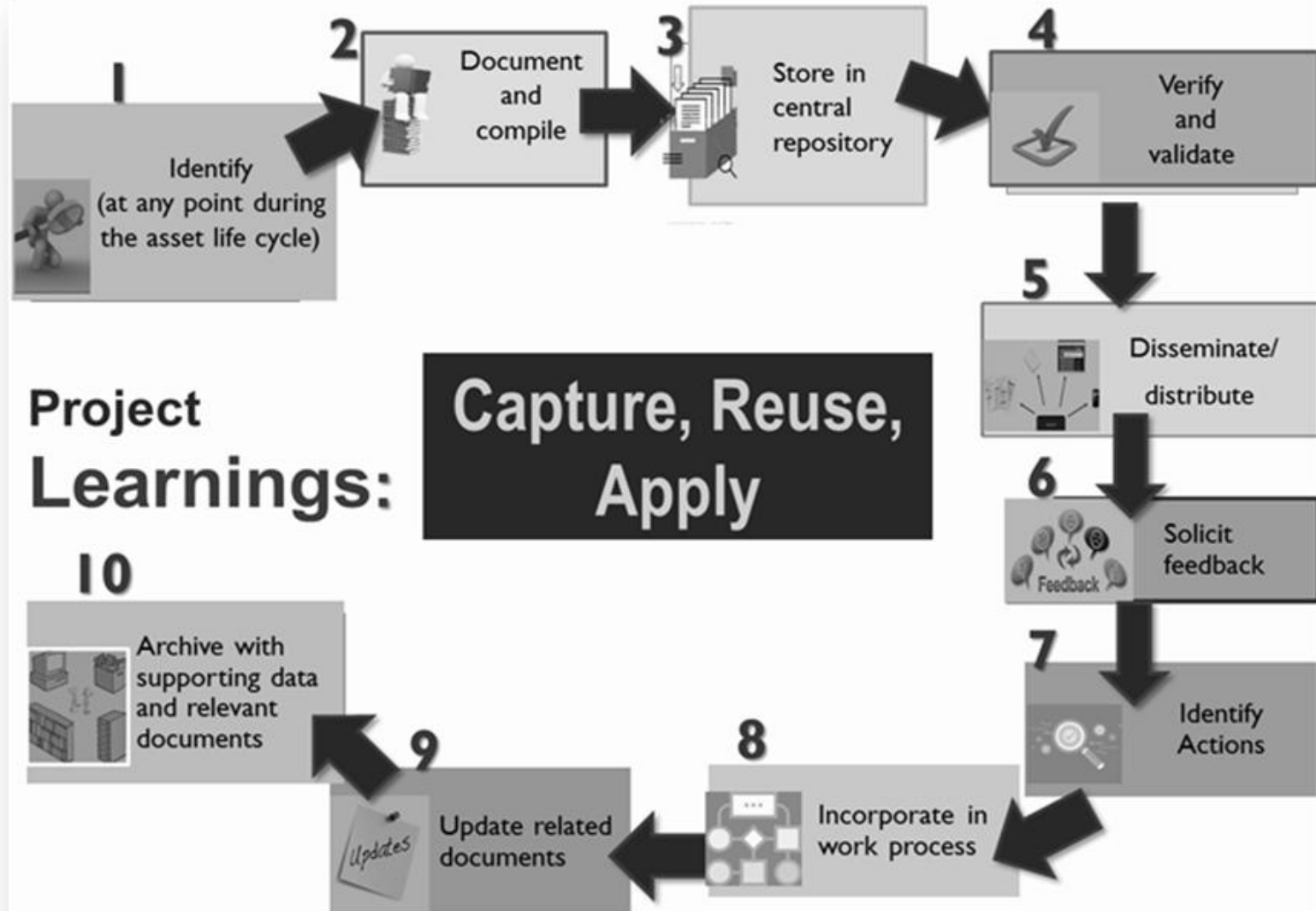


## 5. PLL Compilation

# Project Lessons Learned Reports



# PLL ACTIVITIES

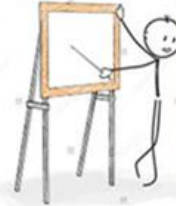


# ROLES AND RESPONSIBILITIES



## Project Team

- Identify and capture **PLL**



## Project Office at Branches and State Offices

- Facilitate and coordinate preparation of **PLL**



## Portfolio Office (CPAB)

- Verify with SME
- Approve **PLL**
- Upload **PLL** to JPedia
- Analyse **PLL**
- Escalate critical issues to top management for decision if necessary



## SME

- Verify **PLL**
- Review existing procedures/processes and recommend improvements if necessary
- Refer to process owners for decision



## Users

- Give feedback
- Send queries

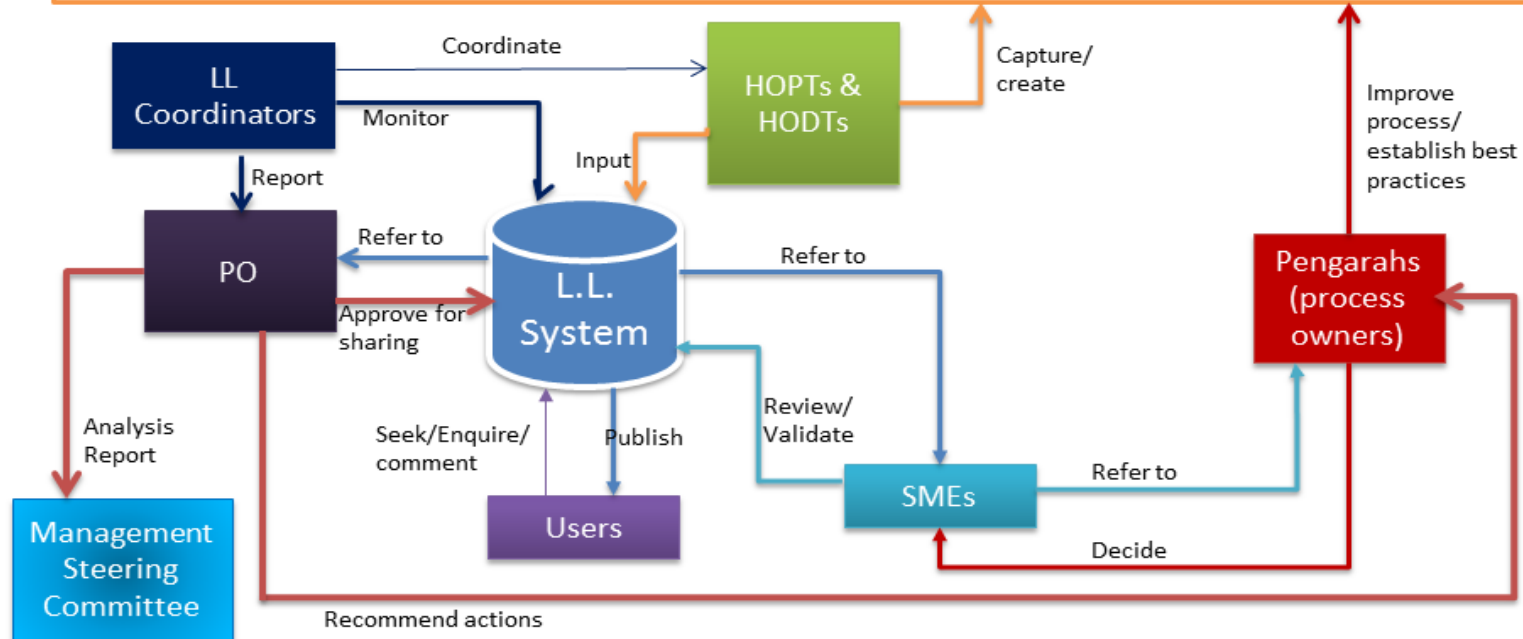
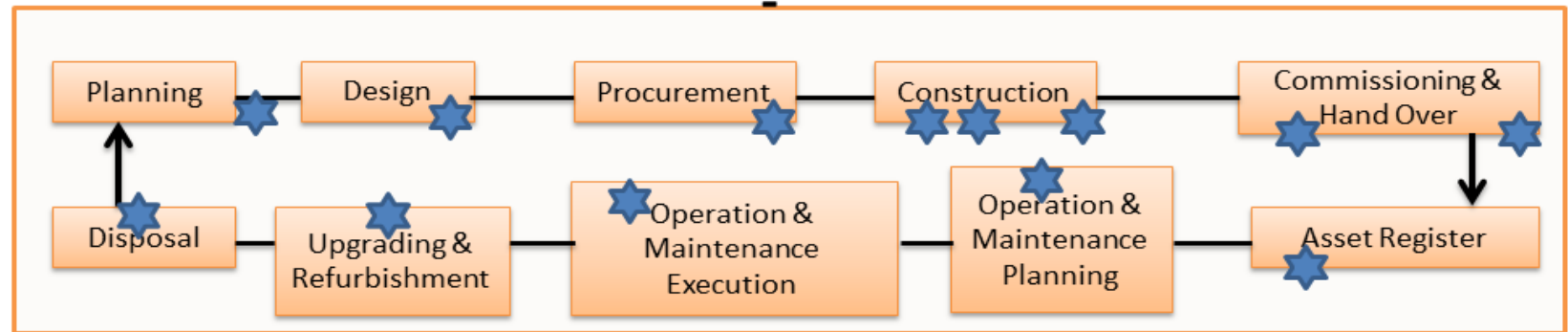


## Process Owners

- Decide whether existing documents need to be revised



## PROJECT LESSONS LEARNED MANAGEMENT SYSTEM



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# Tools to capture/harvest Knowledge



**Learning  
Before**

Peer Assist

K-Visits

**Learning  
During**

After Action  
Reviews

**Learning  
After**

Post  
Implementation  
Review

Retrospect

## **Techniques**

Story telling

Knowledge  
Cafe

Coaching &  
Mentoring

Interview



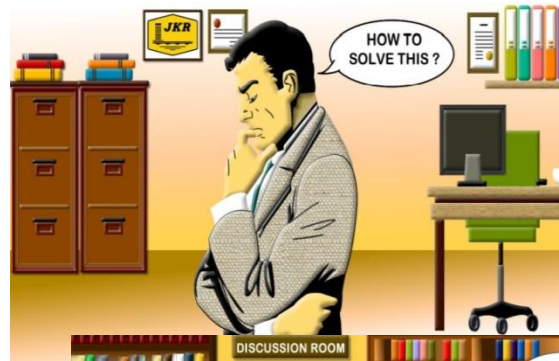
Peer Assist brings together a group of colleagues to elicit feedback on a problem, project, or activity, and draw lessons from the participants' knowledge and experience to support 'learning before doing' process



## HOW TO USE



## HOW TO USE ... Cont'd



Step 3: Discuss problem with facilitator



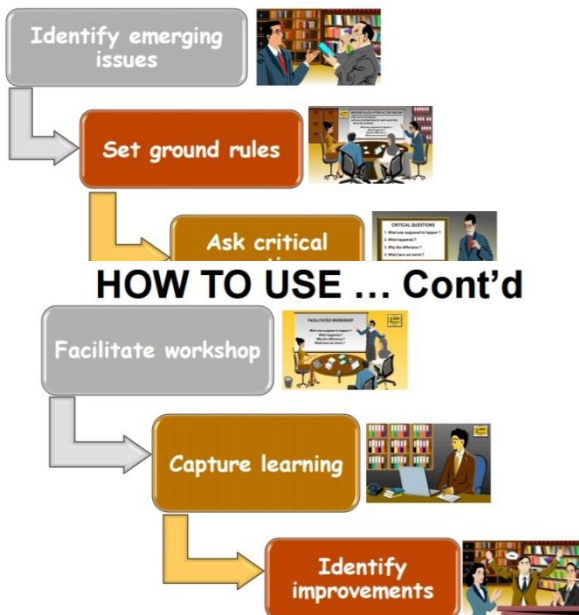
Step 8: Select the best solution



After Action Review is a structured review or de-brief process for analysing what happened, why it happened and how it can be done better, by the participants and those responsible for the project or event.



## HOW TO USE



## HOW TO USE ... Cont'd



Step 2: Set ground rules



Step 6: Identify improvements



Fish Bowl technique is used to manage a group discussion and involve a small group of people seated in circle and having conversation in full view of a large group of listeners.



## HOW TO USE

Identify experts



Explain the fishbowl process



Set up chairs in two concentric circles



## HOW TO USE ... Cont'd

Facilitator start session with expert



Facilitator swap experts with participants



Facilitator summarises discussion

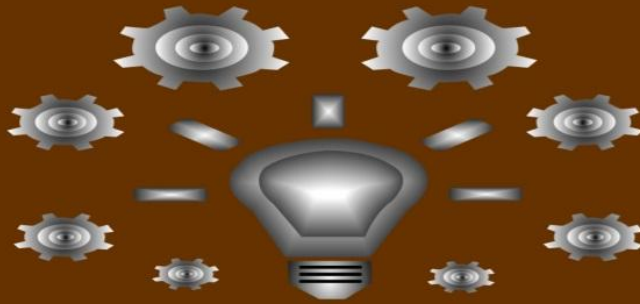


Step 3: Set up chairs in concentric circles



Step 6: Facilitator summarise the discussion

# POST IMPLEMENTATION REVIEW



Post Implementation Review evaluates whether the project's objectives were met, how the project was run and to learn lessons for the future to ensure the greatest possible benefit is derived from similar projects.



## HOW TO USE



## HOW TO USE ... Cont'd



Step 2: Discuss approach and review documents



Step 6: Share recommendations for improvement

# KNOWLEDGE CAFE



Knowledge café is used as a creative conversation technique in which a group of people share ideas and gain a deeper collective understanding of the subject and the issues involved.



## HOW TO USE

Explain concept



Initiate conversation



Members switch tables except table host



## HOW TO USE ... Cont'd

Continue process as instructed by facilitator



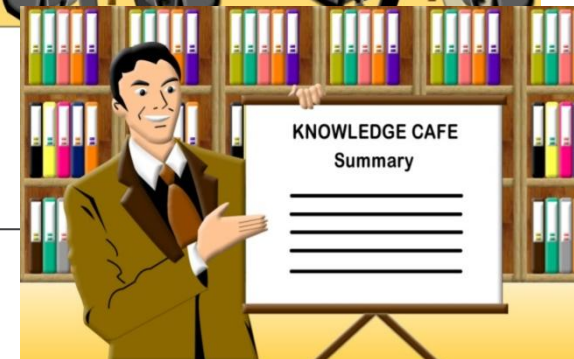
Synthesise ideas



Summarise and present



Step 2: Initiate conversation in groups around key question



Step 6: Summarise findings and present

# The KM Agenda

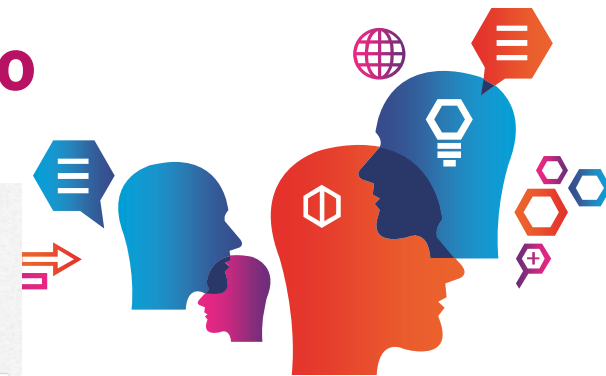
*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***



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# JKR Yellow Pages – Who's Who



J-CoP

W

## Who's Who

Senarai Moderator JC  
Jalan 2. Ir Johari Bir  
Salleh Rekabentuk J  
Pengkhususan 1. D:

## Senarai Mo

## Kejuruteraan J

Bil.	Nama
1.	Ir Razia
2.	Ir Joha
3.	Ir Othm
4.	Ir Ab R

## Senibina

Bil.	Nama	Bidang Pengkhususan
1.	Datin Ar. Hj. Mariani Noor Suhud Ar. Rosila Mohamed Ar. Ibrahim Isa	Building Design Specialisation – Healthcare Facilities
2.	Dr. Nor Shahrene Mohd	
3.	En. Shahrum Zainal Abi Ar. Yong Razidah Rashid Dr. Azlina Aziz	
4.	En. Saiful Fazli Ramli Ar. Suzana Amat Dr. Mohd Sabere Sulaim	
5.	Ar. Rosila Mohamed	
6.	Hj. Abd Gaffar Abu Aidzil Adzahar Ahmad	
7.	Pn. Lydiana Damyati	

## Alam Sekitar & Kecekapan Tenaga

Bil.	Nama	Bidang Pengkhususan
1.	En. Razman Bin Abdul Rashid	SPAS
2.	Pn. Samsiah Binti Omar	SPT
3.	Pn. Norazlina Binti Mohamad Abu	PH/MyCREST
4.	Pn. Norinayah Bukhary Binti Ismail Bukhary	WikiGreen
5.	Pn. Rafidah Binti Ismail	Penyelaras cawangan

\*Maklumat dikemaskini sehingga 04 Ogos 2016

## Kejuruteraan Cerun

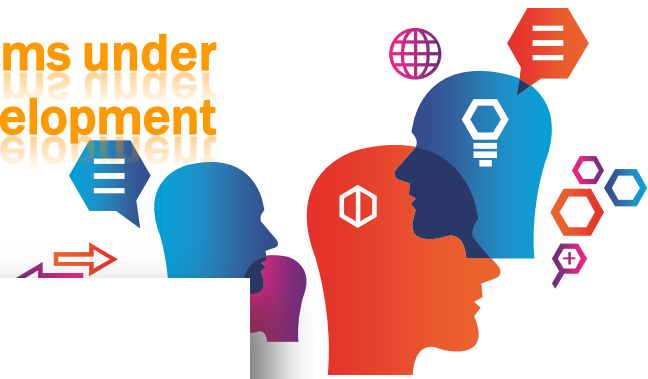
Bil.	Nama	Bidang Pengkhususan
1.	Suhaimi bin Jamaluddin	Slope Monitoring
2.	Kamal Bahrin Bin Jaafar	Slope Forensic

\*Maklumat dikemaskini sehingga 27 Julai 2016

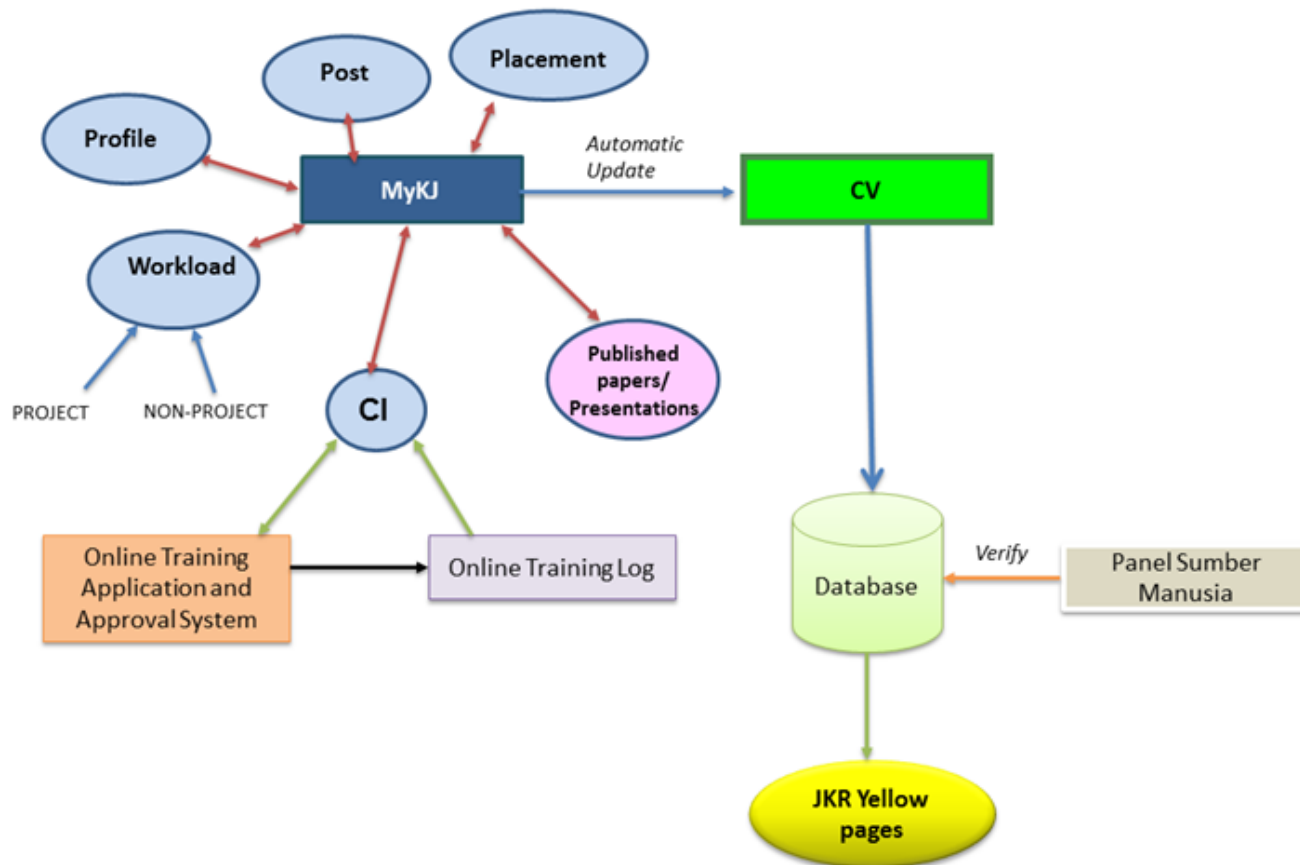
## Kejuruteraan Mekanikal

Bil.	Nama	Bidang Pengkhususan
1.	Ir. Malek Bin Hisham	Perkhidmatan Workshop
2.	Ir Mamat Rohizan Abdullah	Perkhidmatan Rekabentuk
3.	Ir Gopal Narian Kutty	Perkhidmatan Rekabentuk
4.	Ir Rokiah Salim	Perkhidmatan Kepakaran
5.	Ir Zulkifli Rashad	Perkhidmatan Kepakaran

ancaman yang boleh menghalang  
kejayaan sesebuah projek. Dengan  
perancangan ke atas sebarang  
insiden yang tidak dijang



## JKR Yellow Pages: Expert Directory



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# E-Learning - EPSA

**E-Pembelajaran  
Sektor Awam**


Bahasa Melayu | English  
Log Masuk Daftar








**EPSA**


Menu

 Dashboard


 myELearning

 Katalog Kursus

 Kursus Komuniti


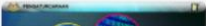
 Sijil

Tunjuk


 248

**Tingkatkan pengeta**

Ku



**Profil Saya**



**KHAIRIL HIZAR BIN  
MD KHUZAIMAH**

E-mel  
hizar@jkr.gov.my


Gred  
J48


Kementerian/Agensi  
Kementerian Kerja Raya


Jabatan  
Unit Komunikasi Korporat


Gaya Pembelajaran Saya  
Unknown

**Kursus Terakhir Dijalankan**

 **Fundamental of Project Management**  
11-05-2017 @ 08:13

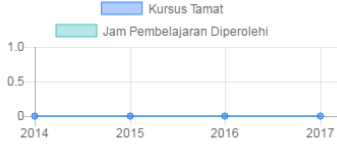
 **Research Methodology**  
23-04-2017 @ 10:42

 **Learning Organisation**  
13-03-2017 @ 09:33

 **Statistical Analysis and Data Management**  
12-02-2014 @ 21:36

Lagi


**Aktiviti Pembelajaran Saya**




Kursus Tamat  
Jam Pembelajaran Diperolehi


**Pencapaian Saya**

Anda tidak memiliki sebarang lencana

 Pencapaian Tertinggi

 Senarai Lencana

**Status Pembelajaran**





**Sedang Belajar**  
4


**Pengumuman**


**Selamat Datang**  
Selamat datang ke E-Pembelajaran Sektor Awam (EPSA).  
- 03/01/2017

**Kursus Dicapai**

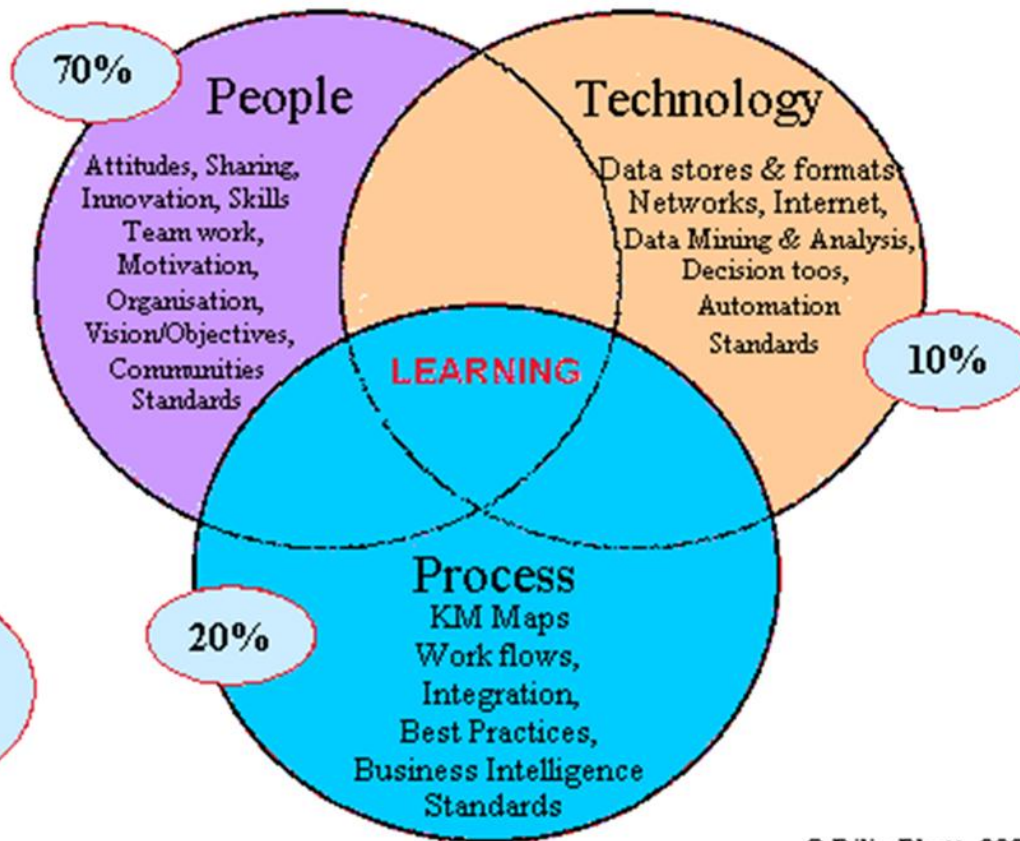
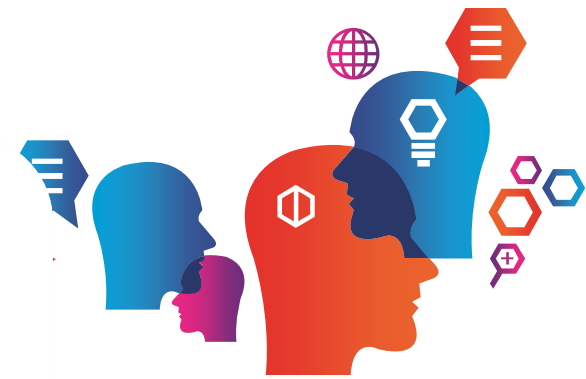
 **Amalan 5S Berkesan(EBA0001)**

 **Asas Kaunseling - Kemahiran Menolong(EZA0023)**

 **Pra Asas Bahasa Arab(ENA0002)**



# Knowledge Components



n% = effort required

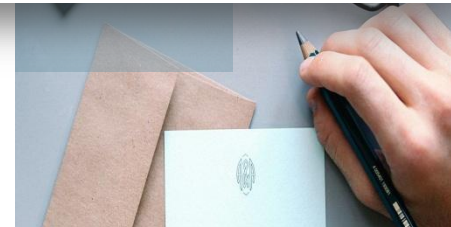
© Dilip Bhatt, 2000

© Dīpī Bhatt 2000

# Knowledge Audit

## Objectives

1. create a baseline inventory of knowledge assets
2. pinpoint knowledge availability and accessibility issues
3. identify knowledge asset gaps and KM barriers
4. make recommendations on areas for improvement



## Outputs:

1. **Knowledge Needs Analysis** – knowledge required to meet JKR's current business process activities.
2. **Knowledge Inventory Analysis** – stock-taking exercise to identify and locate knowledge assets and resources in JKR.
3. **KM Barriers** – common knowledge issues across the organisation.

## Knowledge gaps identified

1. Gap in managing knowledge of experts
2. Gap in recoding knowledge
3. Gap in enhancing and maintaining timely knowledge
4. Gap in building a learning culture

# KM Audit Workshop 13 – 14 Feb 2017

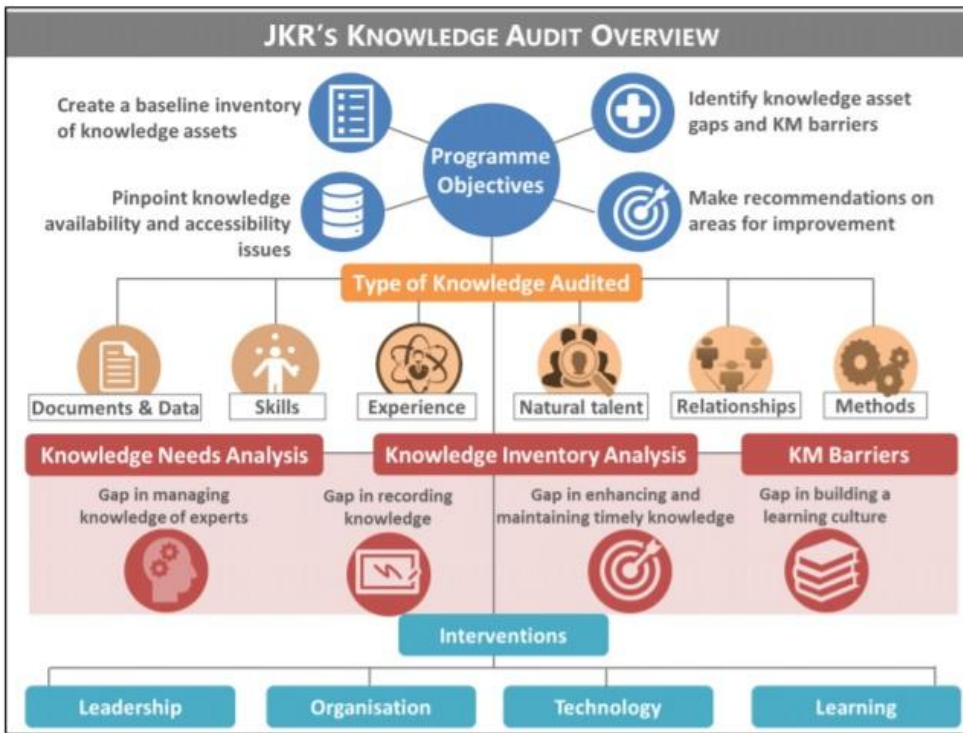
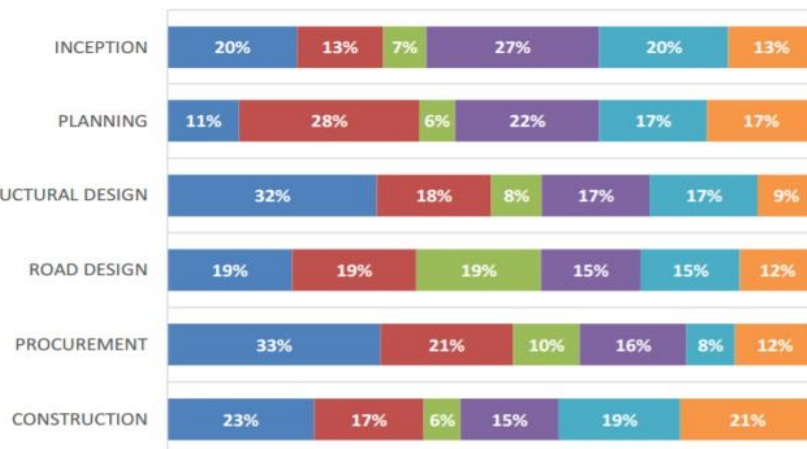


Figure 11: Types of Knowledge by Business Processes

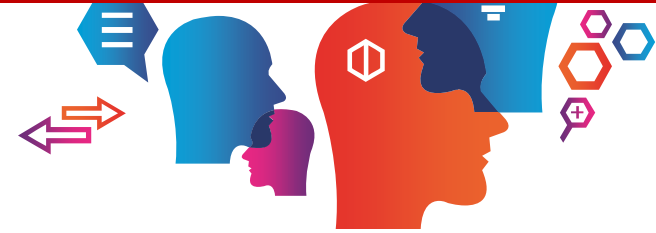
Knowledge Inventory Map By Business Processes

■ Documents and data ■ Skills ■ Experience ■ Natural talent ■ Relationships ■ Methods



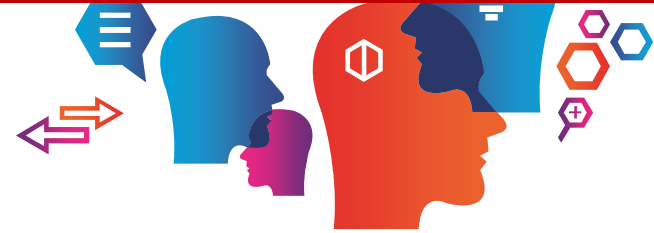
# KM Events & Activities

## Bengkel & Mesyuarat Project Lessons Learned



# KM Events & Activities

## Mesyuarat JKPPPI



# KM Events & Activities

## Program K-Visit



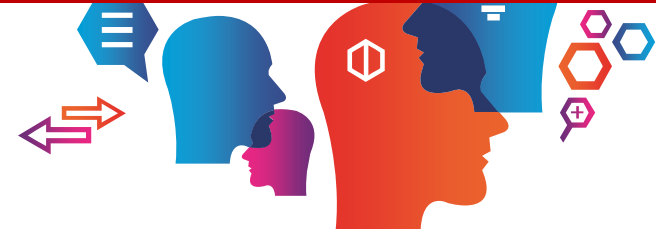
# KM Events & Activities

## Program Persada Minda JKR



# KM Events & Activities

## Seminar KConnect 2017



# LESSONS LEARNED IN IMPLEMENTING KM

## 1. Get Buy-in

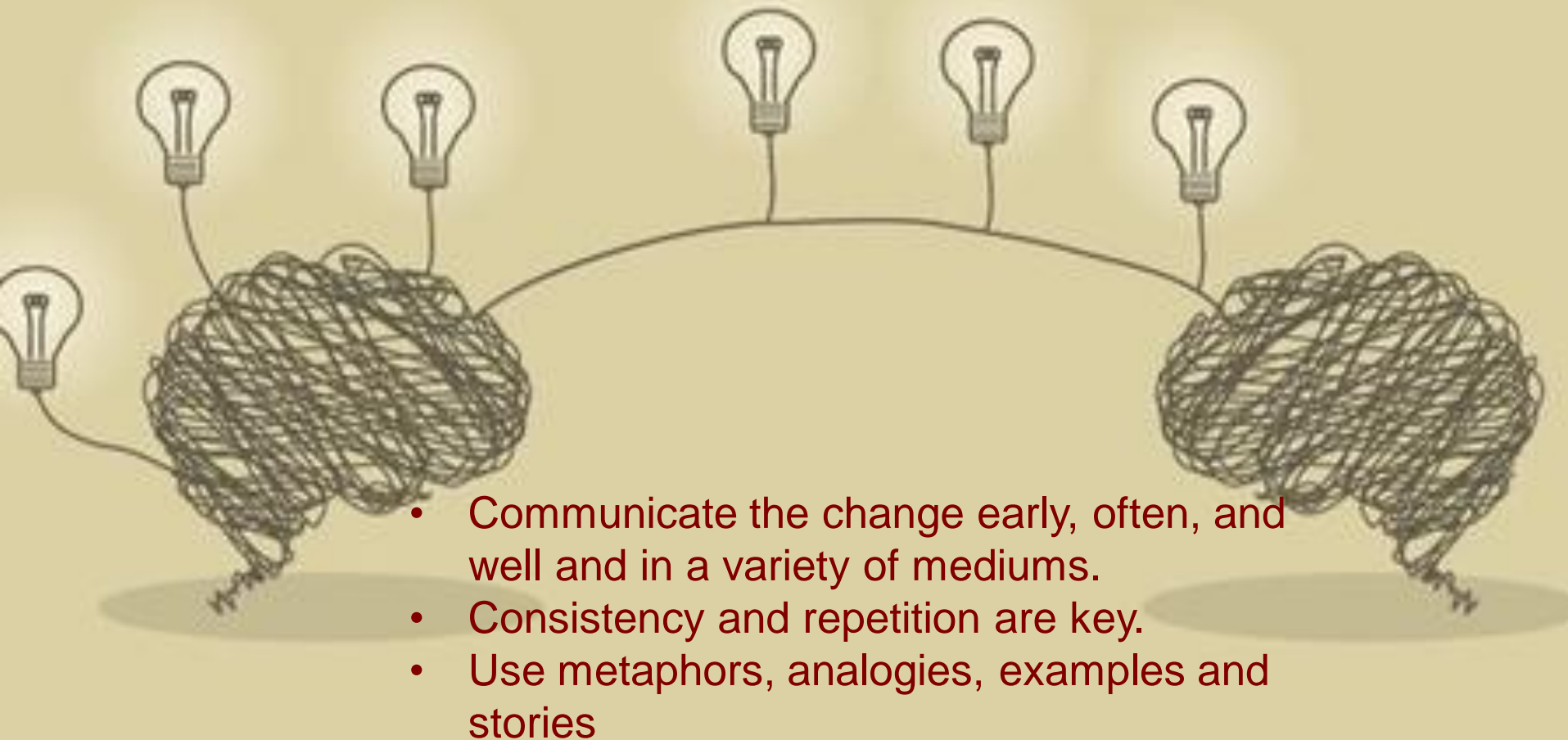
“People aren’t going to consider anything until they are convinced there is a problem that truly needs to be addressed”- John Kotter



# LESSONS LEARNED IN IMPLEMENTING KM

## 2. Envision an inspiring future

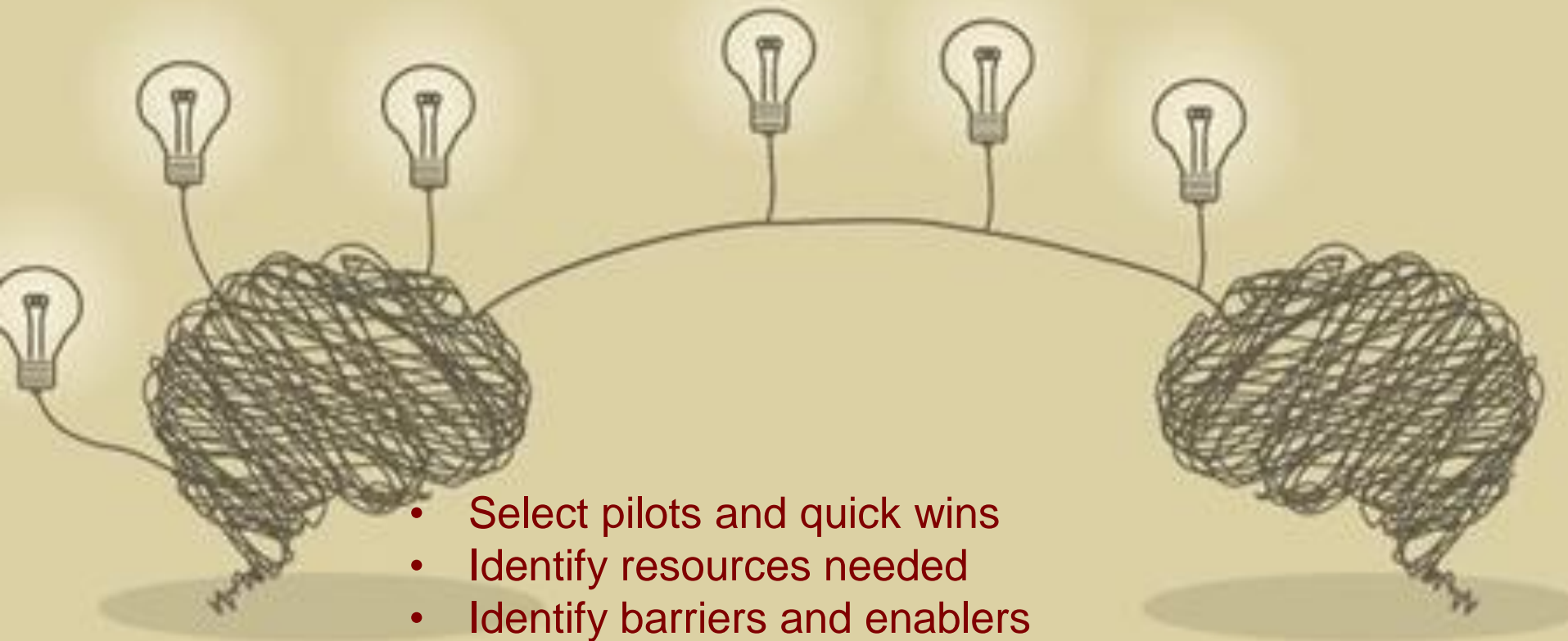
“The best way to predict the future is to create it” - Peter Drucker



# LESSONS LEARNED IN IMPLEMENTING KM

## 3. Start small

There is NO one-size-fits-all KM solution



# LESSONS LEARNED IN IMPLEMENTING KM

## 4. Involve management and others

Support from the management and staff is crucial



# LESSONS LEARNED IN IMPLEMENTING KM

## 5. Measure

How do we know that we are there?

