



CoP Portal



Face-to-Face Engagements



Guidelines



The Team



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Malaysia (IIUM)

Cultivating the Communities of Practice in the Academia

Connect, Collaborate & Communicate: Empowering
the Knowledge Worker – KCONNECT2016

17th May 2016

Implementing the Communities of Practice in the Academia

1

The Role of the Academia

2

IIUM's Knowledge Management Project

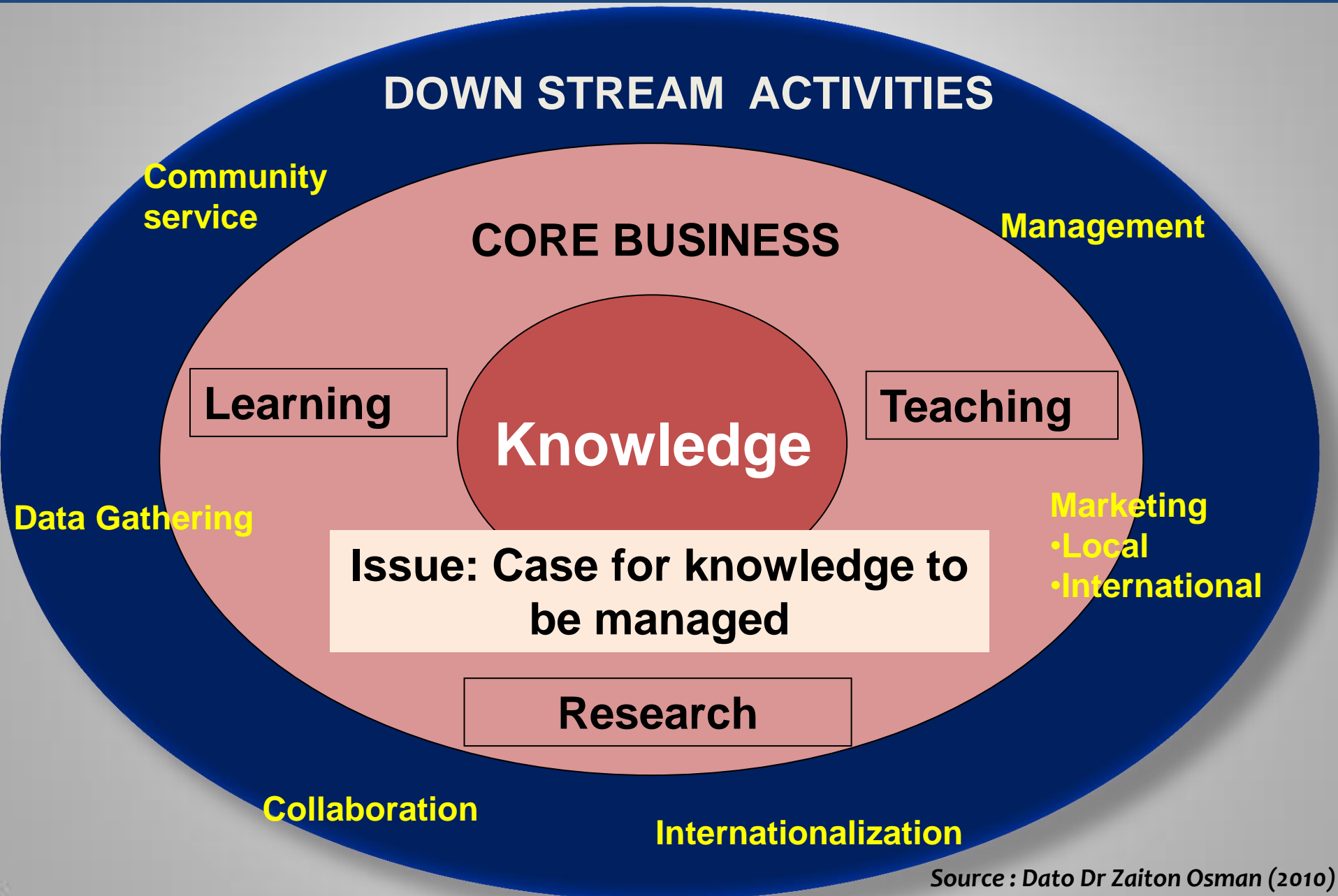
3

iHIKMAH: Our Online Communities of Practice Portal

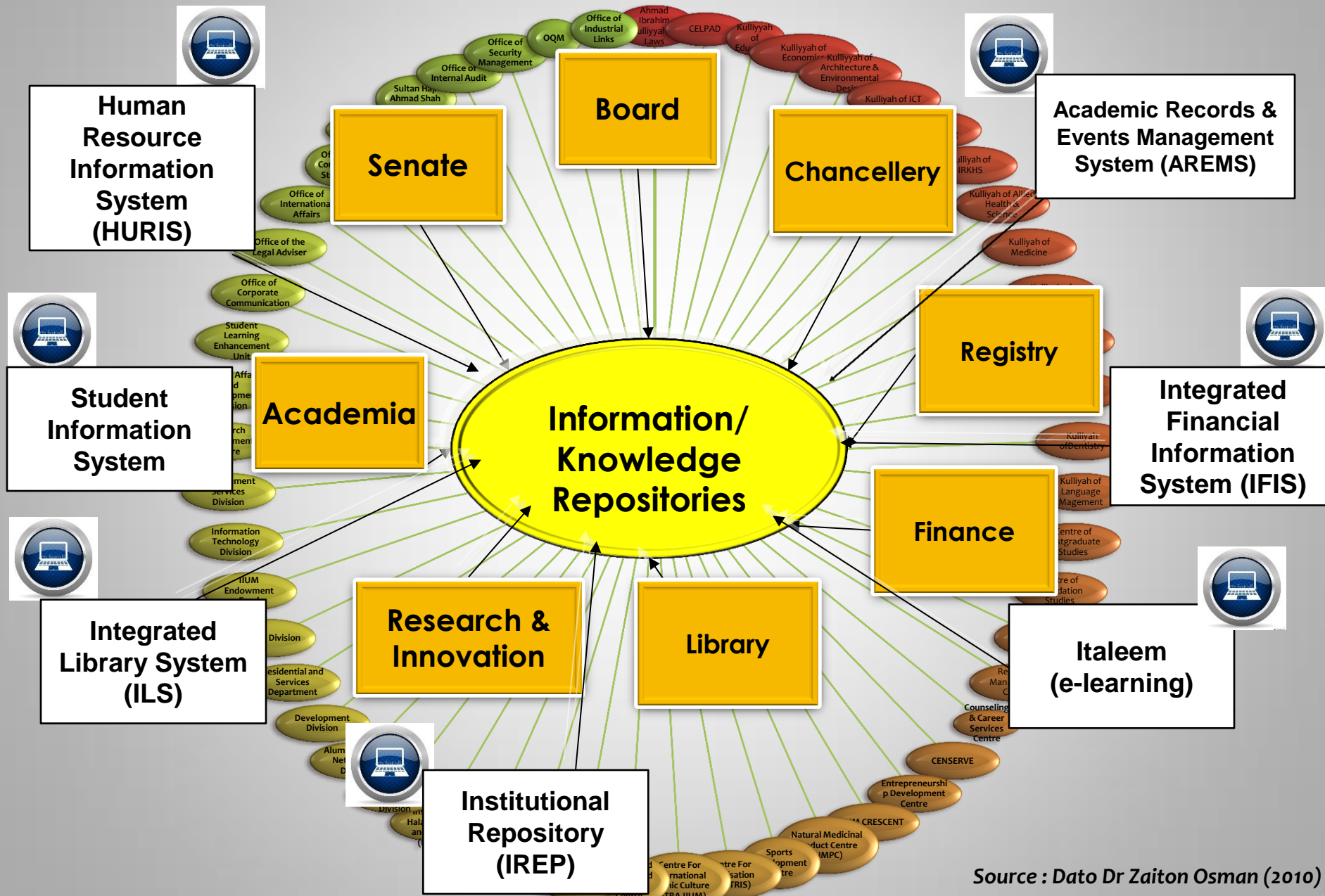
4

Our Users' Perception

1. The University's Business



Wealth / Complexity of Knowledge



Source : Dato Dr Zaiton Osman (2010)

**Is the knowledge that we produce
accessible, do we know where
they are and who owns it?**

Is the knowledge that we produce accessible and do we know where they are ?

1

How much are we replicating ?

2

Are our policies in place to 'capture' from those who are about to leave?

3

We have massive systems in place, how much are we putting in into good use?

4

Who are the knowledge contributors?

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Our Users' Perception of using the CoPs

2. Our KM Road Map

Yr. 3
2016

IIUM's Online CoP
iHIKMAH

Yr. 2
2015

Developed our
Communities of Practice
Portal - PILOT

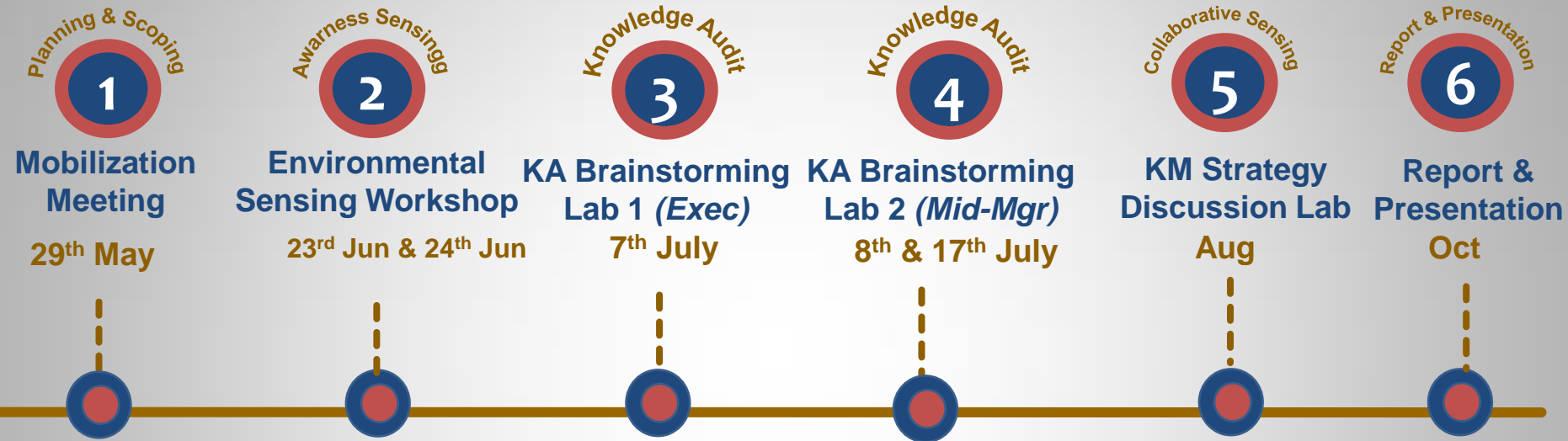
Yr. 1
2014

Embarked
on
Knowledge
Audit

Wenger (1998) defined Online CoPs as a virtual community of practice that **facilitates sharing of experiences through online knowledge sharing tools.**

Knowledge Audit Implementation Milestones

5 month Implementation Program



Project Kick-off



KM Environmental Sensing



Knowledge Audit Brainstorming Labs & Survey

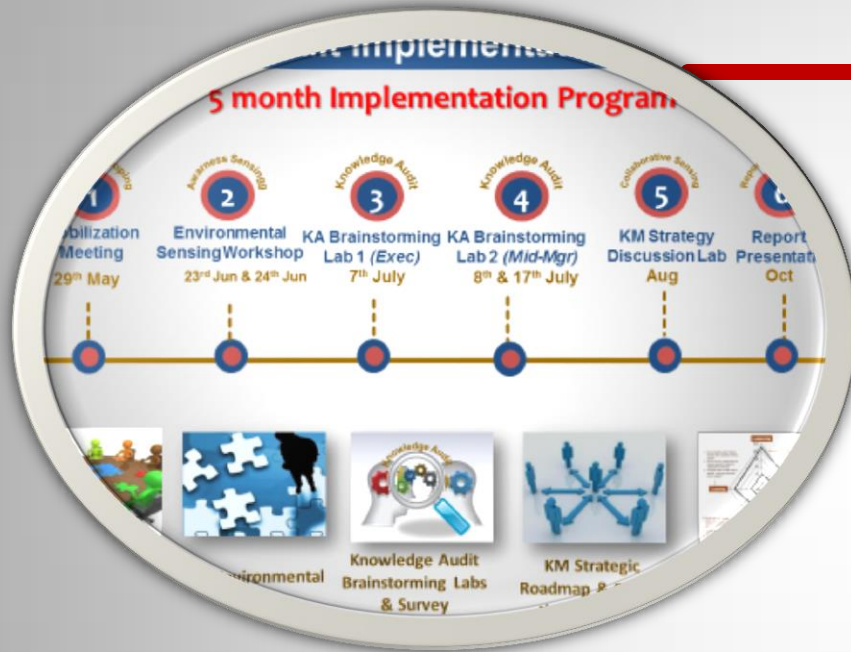


KM Strategic Roadmap & POC of the CoP Portal



Presentation of Findings & Reports

Explored ‘As Is’ & ‘To Be’ on 4 of our Strategic Initiatives



1

Focus on what knowledge is required & what we have..

2

Who has it & is the information accessible

3

What are the gaps

- 3 Awareness Workshops
- 4 Brainstorming Labs
- Online survey – 354 respondents

People

System

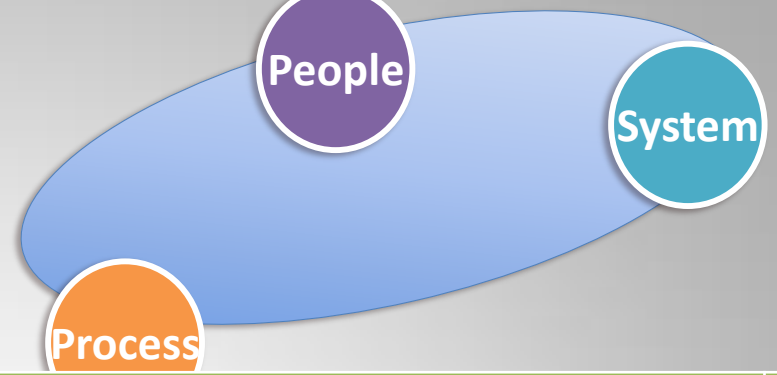
Knowledge flow analysis

how knowledge moves around in terms of

Process

	Item	% agree
Process	Critical knowledge resides with the experts rather than being stored in the portal. When they leave, their knowledge will leave with them, because there is no provision for transferring it.	73%
Process	If key people go on leave or are not available, certain routine tasks and activities cannot get done.	69%
Process	Activities and processes are not well documented, so to find out about them you usually have to find the right person and talk to them to find out what happened.	69%
People	There are areas of work where it is clear that the skills and competencies of staff have not kept pace with the changing demand of their roles.	67%
People	Ideas for improvement get lost and are not acted on, so people are discouraged from contributing.	66%
People	When mistakes are made, the organisation is slow to acknowledge the mistake and make sure it is fixed.	65%
Process	"Lessons Learned" activities are not turned into concrete changes in the way things are done.	64%
System	Information and knowledge is stored in the form such as intranet or portal but the information system is not user friendly and not readily accessible to employees who need it.	60%
Process	There is no centralised or systematic process for identifying skill and competency needs, keeping them relevant and developing mechanisms to meet the needs.	60%
Process	Staff complain that they are never informed about what other groups are doing, even when it impacts them.	57%
People	Groups think "it's not my priority" when receiving or dealing with a request from other groups. There is no sense of common purpose.	55%
Process	There is no policy and process for identifying, capturing, managing, transferring or promoting information, knowledge and better practices in the organisation.	49%
People	Staff attend training courses but this apparently has no impact on their work performance.	50%
People	When coordination meetings are called between groups, attendance is poor.	47%

Reference page to document: 34-45



Knowledge flow analysis

how knowledge moves around in

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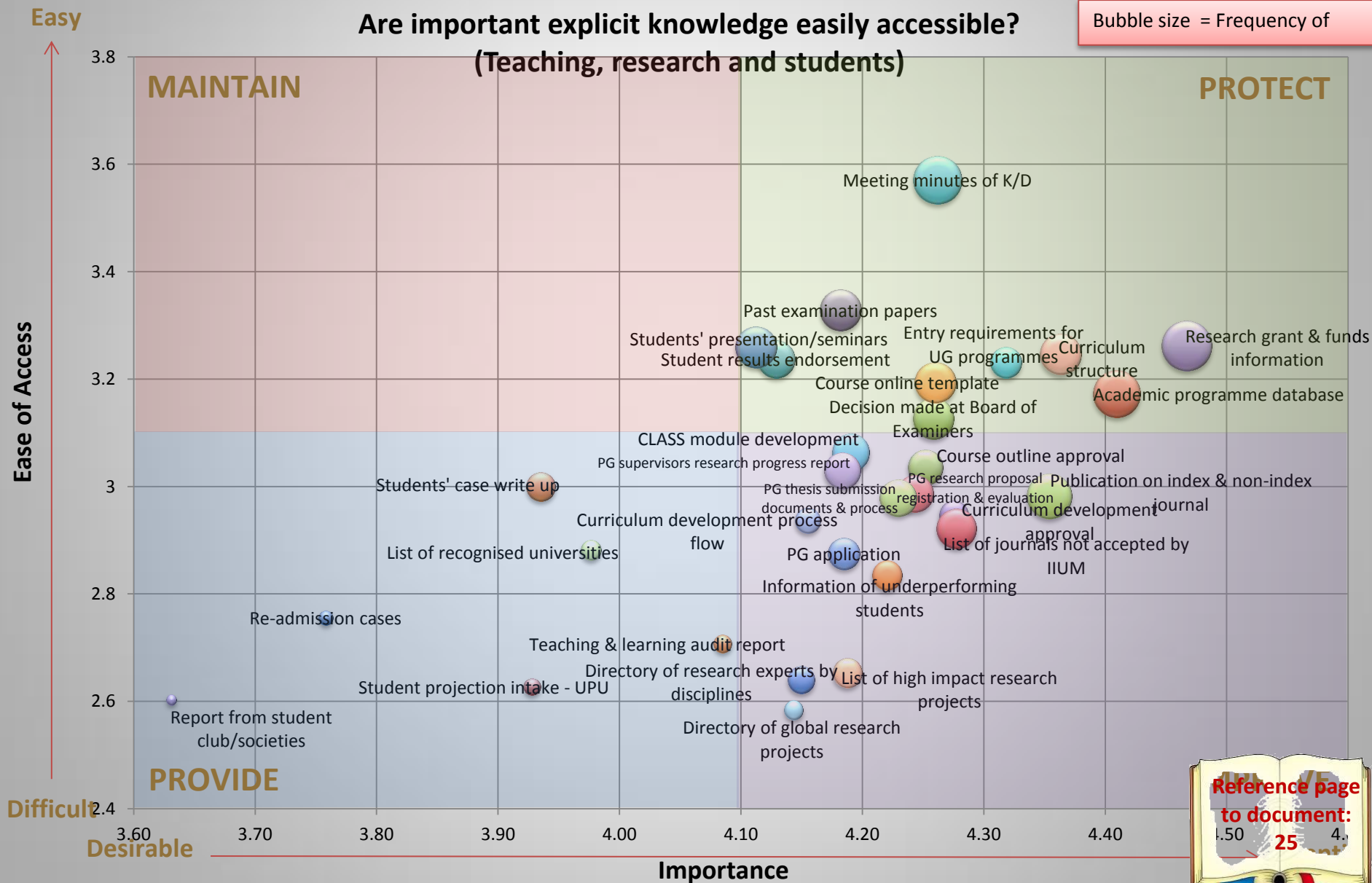
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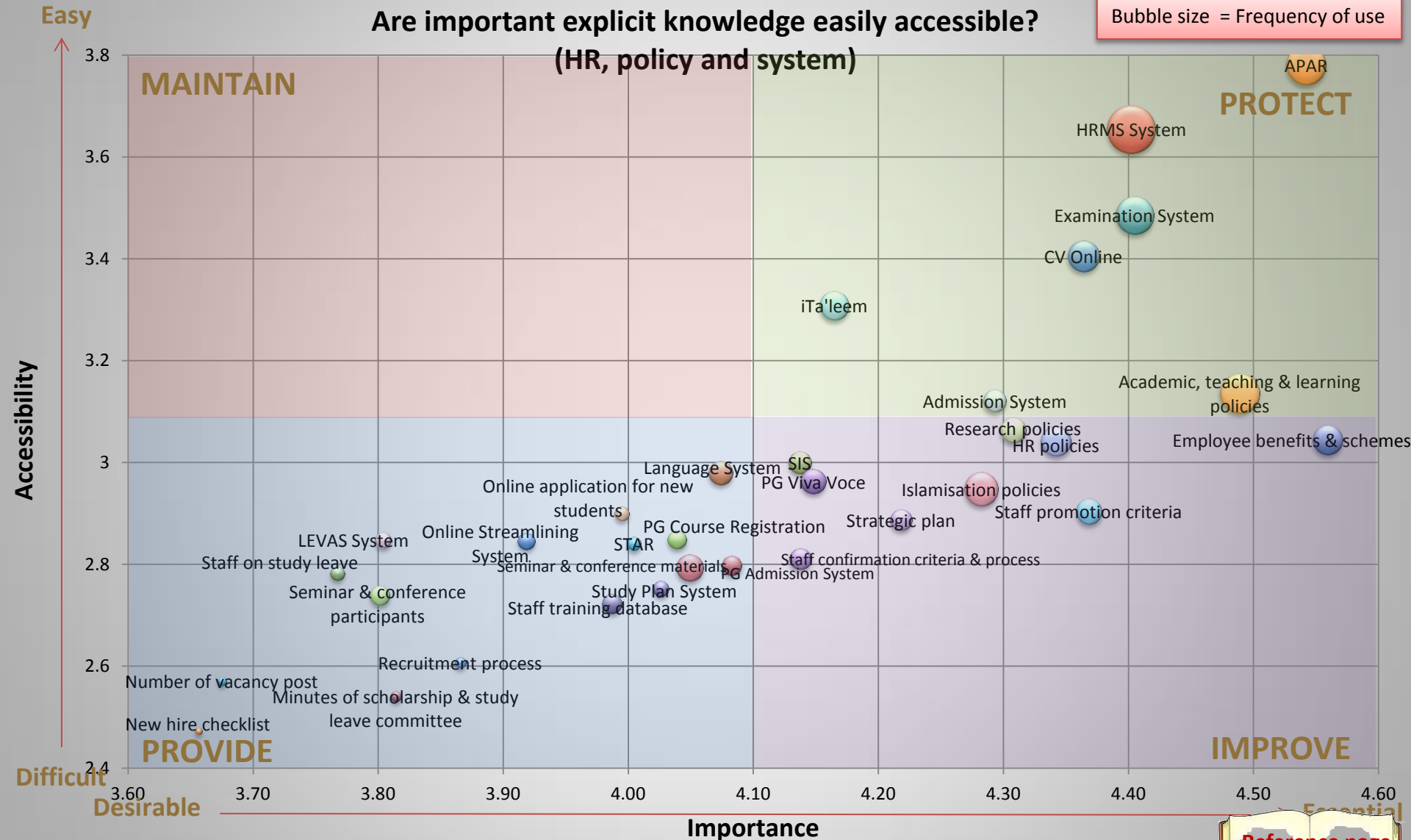
Our Knowledge Assets in Teaching, Research & Students



Our Knowledge Assets in HR, Policy and System

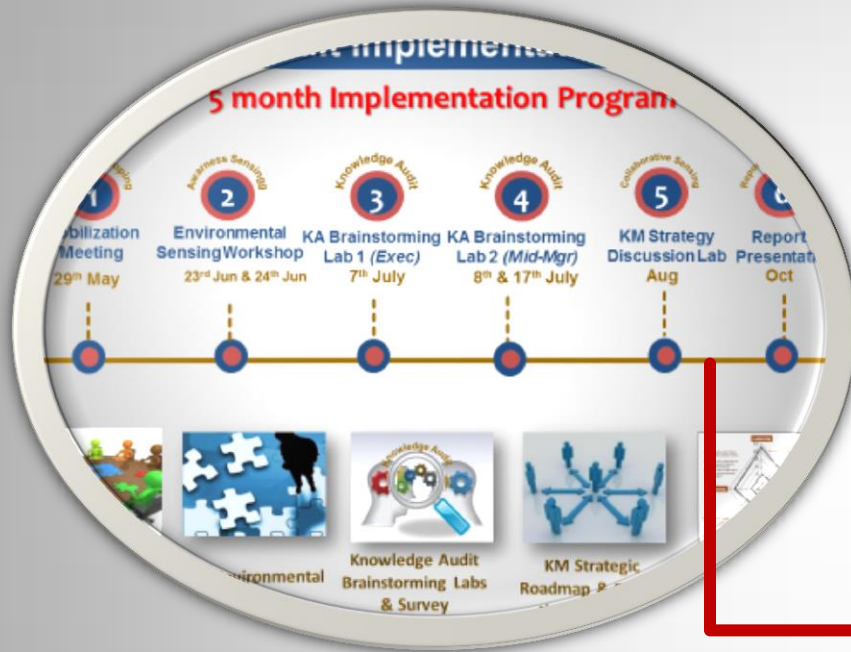
Are important explicit knowledge easily accessible?
(HR, policy and system)

Bubble size = Frequency of use



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26

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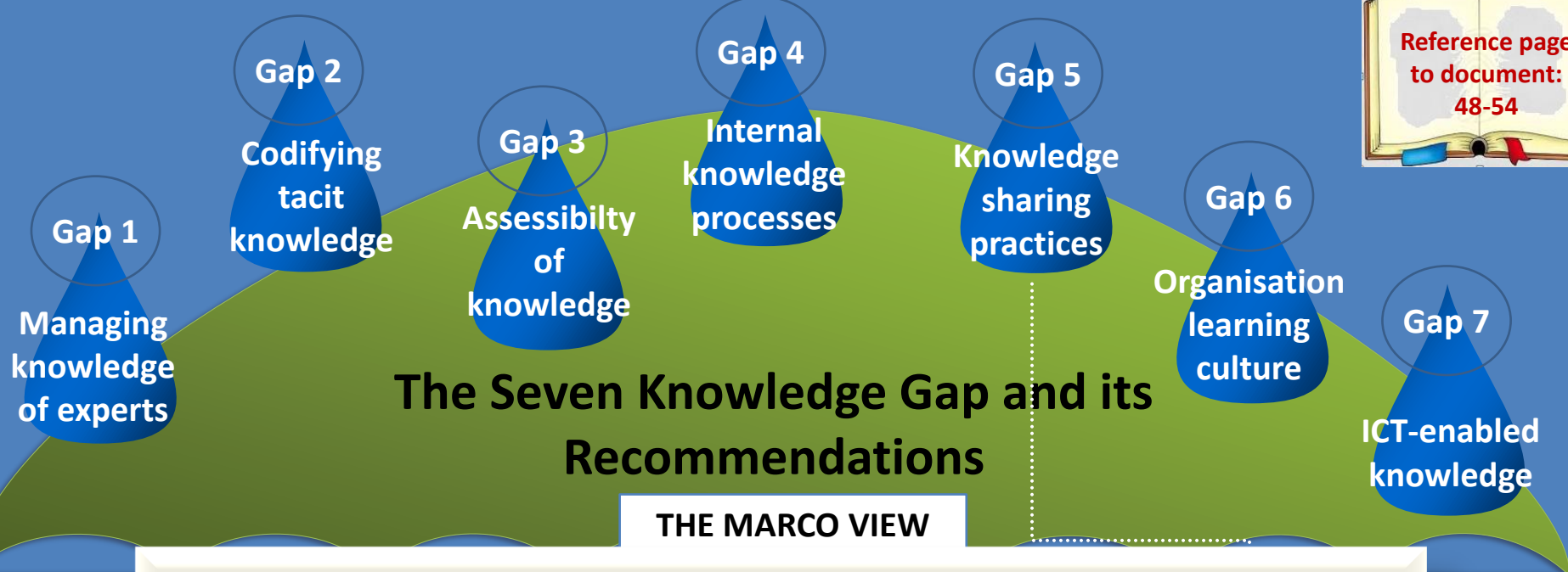
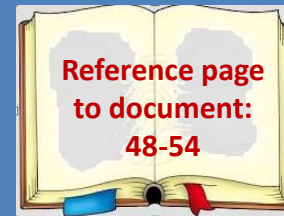
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Who has it & is the information accessible

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What are the gaps

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- Online survey – 354 respondents



- ☐ Develop CoPs as a network platform that links employees to knowledge sharing
- ☐ Pilot Online CoP Project provided a platform for tacit knowledge exchange forums

- Encouraging learning
- Constant staff skills competence
- Encouraging learning
- Create and Development Directory
- Top management commitment

- successors
- Define in-house standard for KM

KM applications

- Provide platform for tacit knowledge exchange forums

Implementing the Communities of Practice in the Academia

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The Role of the Academia

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IIUM's Knowledge Management Project

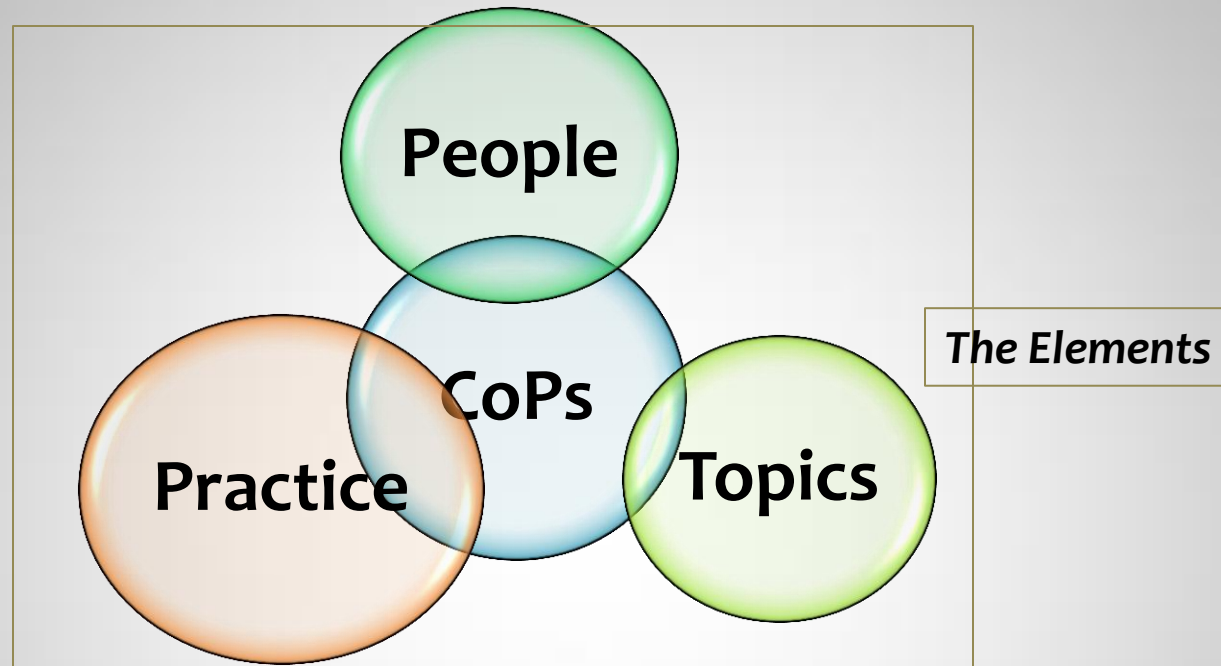
3

iHIKMAH: Our Online Communities of Practice Portal

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Our Users' Perception on using the CoPs

Communities of Practice (CoPs)?



Are groups of people who share a set of problems or a passion about a topic and who deepen their knowledge and experience in this area by interacting on an on-going basis (Wenger, 2002).

3. Cultivating IIUM's knowledge sharing communities

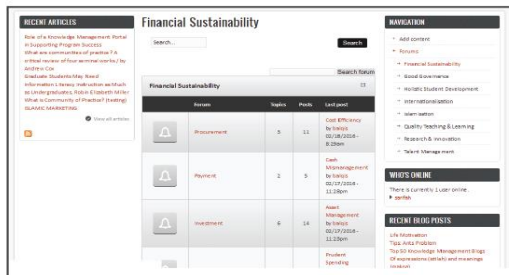
3. Cultivating IIUM's knowledge sharing communities

WHAT IS AVAILABLE ?

IIUM KNOWLEDGE PORTAL

THE PROCESSES

1. Develop the Knowledge Portal
2. Leverage on Social Networking Tools
3. Build the Online CoPs: 'Capture' & 'Codify' Conversations



Multiple Databases



Limited Access





IIUM COMMUNITY OF PRACTICE PORTAL

HOME ABOUT ARTICLES BLOG EVENTS FORUM LINKS MULTIMEDIA NEWSLETTERS CONTACT

KNOWLEDGE IS POWER
- Sir Francis Bacon

Forum



View

Blog



View

Articles



View

Multimedia



View

WHO'S NEW

► mhashim
► zyanli
► mouhalla
► haliza
► rafidah

NEW FORUM TOPICS

- Are they qualified?
- Student portal
- Accreditation of Laboratories
- Are our students given the real-world exposure in terms of assignments and contribution?
- What is the current employability rate of IIUM graduates?
- Student Mobility
- Complaint on staff

More

RECENT COMMENTS

- Compliance and discipline 1 hour 6 min ago
- Filing of disclosure of interest 1 hour 8 min ago
- Grievance handling 1 hour 10 min ago
- Special collections on Islamisation 1

Welcome



Top Stories

Accelerators of KM maturity

Regardless of how great its knowledge management (KM) toolkit, every organization has moments when it must take a hard look at how it enables the flow of knowledge across people and systems and ide

USER LOGIN

Log in

FOLLOW US ON:



NEWSLETTERS

Select the newsletter(s) to which you want to subscribe or unsubscribe.

E-mail *

Subscribe Unsubscribe

Search...

Search

NAVIGATION

+ Forums

WHO'S ONLINE

There are currently 0 users online.

RECENT BLOG POSTS

Forums

Forum	Topics	Posts	Last post
Financial Sustainability Subforums: Budget (20), Investment (14), Payment (5), Procurement (11)	19	50	n/a
Good Governance Subforums: Compliance (2), Disciplinary (8), Governance (9), Grievances (3), Policies, Rules & Regulations (1)	17	23	n/a
Internationalisation Subforums: Alumni and Global Networking (7), Industrial Links (1), International Affairs (77), International Promotion and Scholarships (1), Muslim World (1)	34	36	n/a
Islamisation Subforums: Academic (31), General (40), Non-Academic (8)	36	79	n/a
Talent Management Subforums: Succession Planning (24), Staff Development (23), HR Systems (20), Recruitment (32), Retention (49), Annual Performance Appraisal Report (22)	11	166	n/a
Quality Teaching & Learning Subforums: Facilities (38), Curriculum (18), Culture (7)	86	166	n/a

1567
Postings

Kmp_admin	Subject / Heading: Study plan, or programme structure) Comment: Do students aware of ... Tag: v
Arad	Subject: Study plan Comment: Students are made aware of the study plan during orientation programme. They may obtain further awareness on study plan by referring to the handbook or the faculty's website, for example (KIRKHS): 1. Study plan (Undergraduate): http://www.iium.edu.my/irkhs/offices/office-deputy-dean-academic-affairs/study-plan-undergraduate 2. Study plan (Postgraduate): http://www.iium.edu.my/irkhs/offices/office-deputy-dean-post-graduate/study-plan-postgraduate 3. Co-curriculum: http://www.iium.edu.my/class/programmes-courses/cocu-study-plan Tag: Study plan (Undergraduate); Study plan (Postgraduate); COCU study plan
Arad	Subject: Assistance on study plan Comment: Refer to your Kulliyyah... Tag: Study guidance; Study plan counselling
Arad	Subject: Relevancy... Comment: Has any... Tag: Study plan feedback

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The Role of the Academia

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IIUM's Knowledge Management Project

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Our Users' Perception on using the CoPs

4. Will the CoPs be relevant as a knowledge sharing tool?

The views of the IIUM Community

We used a survey to explore the IIUM's Feedbacks in adopting the CoP Portal

- 1. Will using the CoP enhance my performance ?**
- 2. Is the CoP easy to use?**
- 3. Who can influence me to use the CoP?**
- 4. Are the facilitating conditions sufficient?**
- 5. Will I recommend to others to use the CoP?**

The IIUM Community Speaks

Will using the cop enhance my performance?



67%

Useful in my daily work



77%

Found the ICoP Advantageous



71%

Increase my chances of achieving things that are important

Is the cop easy to use?



69%

Clear & Understandable



72%

Sufficient Facilitating Conditions

Who can influence me & will I recommend to others to use the cop?



57%

I will use if my peers use the ICoP

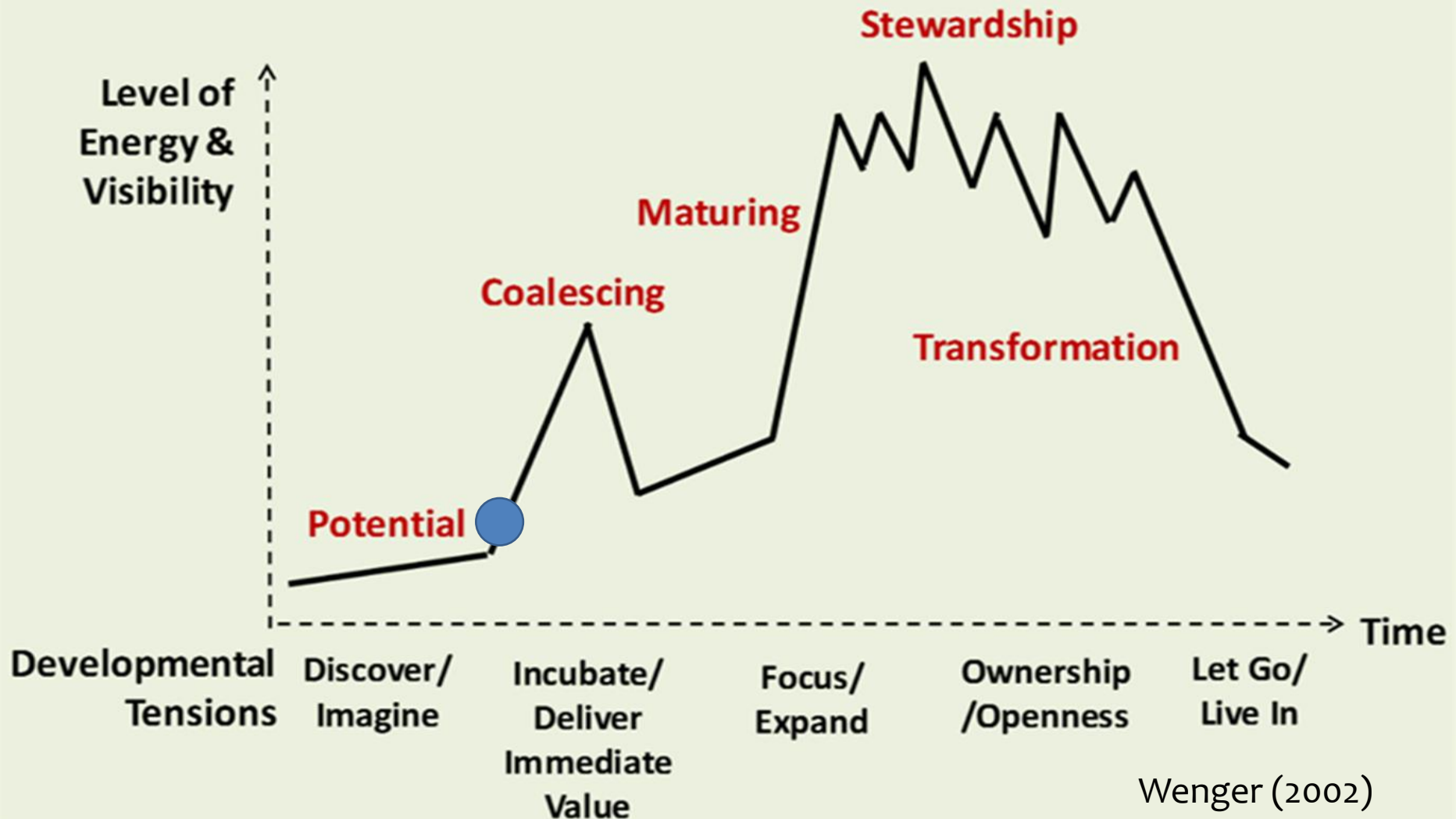


72%

I will recommend to my friends

Existing Studies show ..

The jagged line represents the level of energy and visibility that the community typically generates over time



What's next ?

Our “To Be” Environment ..

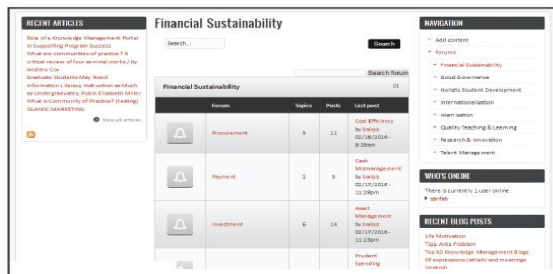
WHAT IS AVAILABLE ?

IIUM KNOWLEDGE PORTAL

PLAN TO ACHIEVE?

WHAT'S NEXT ?

WHAT CAN WE ACHIEVE ?



Multiple Databases



Limited Access



Connect people to IIUM's Information at all times.



Reduce duplication of work



Online Communities of Practice

Sharing Experiences

Spawning of Ideas



Building Relationships



Decreasing The Learning Curve For New Employees



Facilitating Rapid Responses To Customer Needs And Problems



CoP Portal



Face-to-Face
Engagements



Guidelines



The Team



Prof Dr Mohamed Ridza Wahiddin
Deputy Rector (Research &
Innovation)
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Thank You

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