



INTRODUCTION TO ENTERPRISE CONTENT & KNOWLEDGE MANAGEMENT IN JKR



CKIP

What I will cover



1

ECKM

ENTERPRISE CONTENT & KNOWLEDGE
MANAGEMENT

Why is ECKM so important?





Common problem that we often face



Often, we do not know where to look for the content that we want. Sometimes, even if we know where it should be, we can't find it !



Does this help?





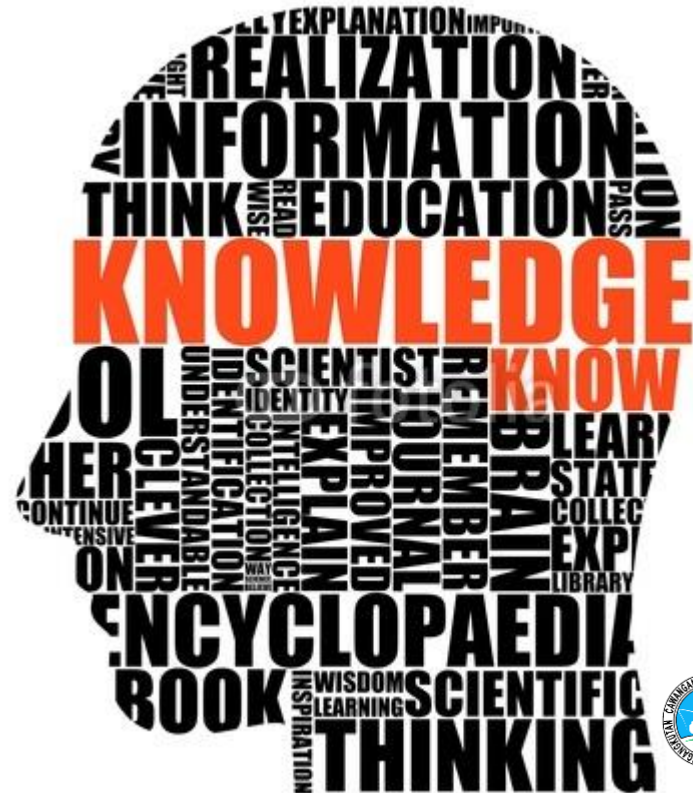
Another Problem

We have

KNOWLEDGE

in our head

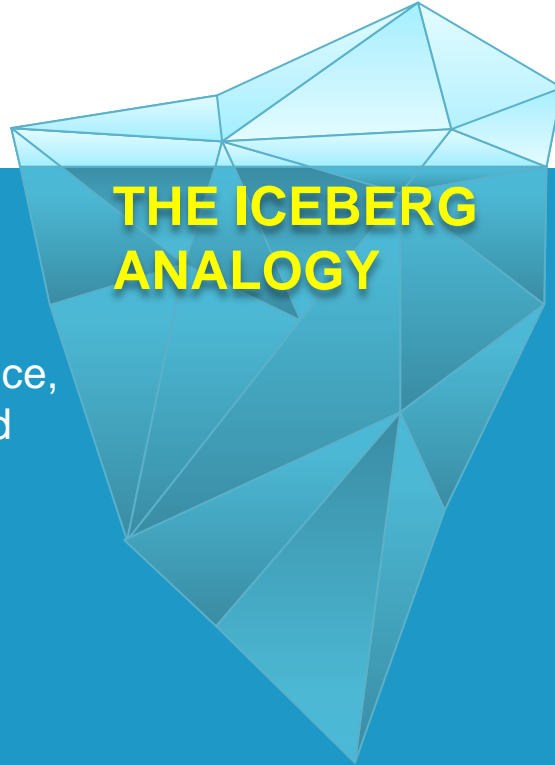
THOUGHT
insights
ideas
OPINION



**Information,
documents,
records & Files**

**Live in people &
their practices**

Experiences, competence,
commitment, deeds and
thoughts



EXPLICIT KNOWLEDGE

20%

80%

TACIT KNOWLEDGE





AND ANOTHER

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





Another problem ?

SENIOR
engineer
announced
their
RETIREMENT



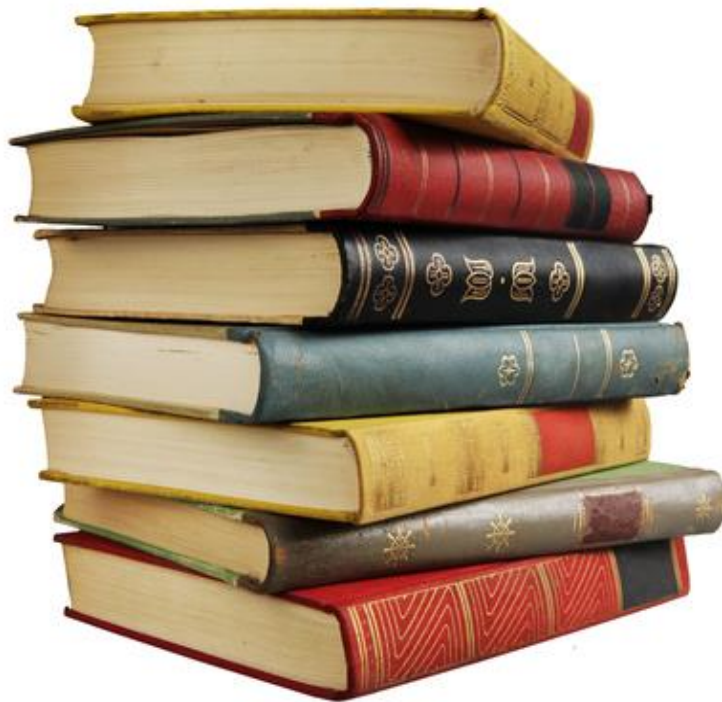


JKR Library

Only

2000

loans per year



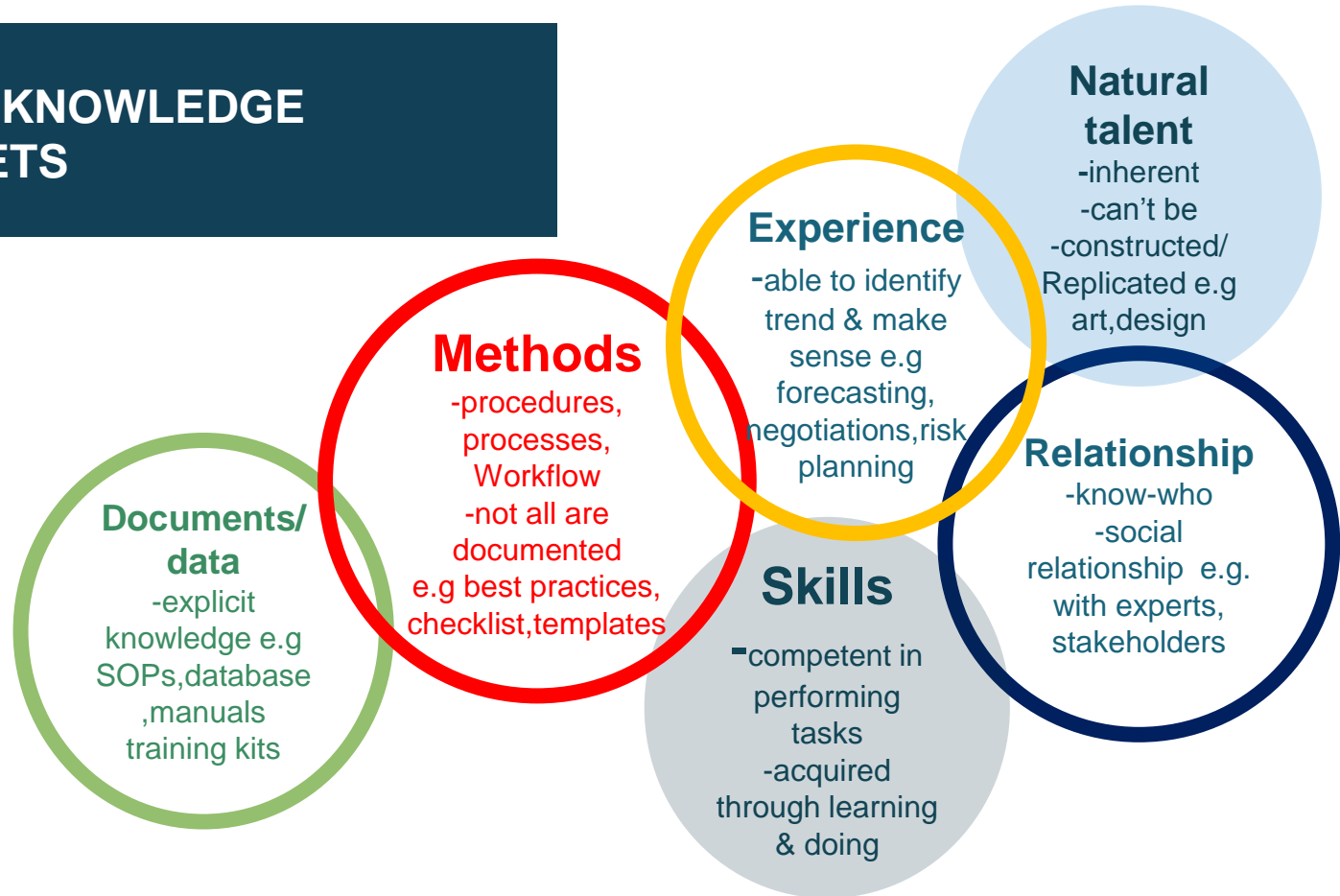
2

Our Knowledge Asset in JKR





OUR KNOWLEDGE ASSETS





Content / Knowledge Repository



information



**KNOWLEDGE
TRANSFER**

information



customers

information



partners

information



employees





JKR KNOWLEDGE TRANSFER STRATEGIES & INITIATIVES

Connecting people to
people

- JCoP

- JKR Yellow Pages





JKR KNOWLEDGE TRANSFER STRATEGIES & INITIATIVES

Connecting people to
content

- **JPedia**
- **E-Learning**
- **Project Lessons Learned**



2008

Create The Buzz

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

2010

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 ePSMG; Briefing at Mesyuarat Pengarah-pengarah and Mesyuarat Jurutera Daerah; Avillon Knowledge Café; Karnival Pembudayaan Ilmu

2012

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

2014

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

KM Journey in JKR

2009

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

2011

Sell, Sell, Sell

- **Jan - June**
Workshops to enhance ePSMG content; ECKM Roadshows; Present Papers at International Conferences; K-Visit; K managers meeting
- **Jul - Dec**
KM Readiness Assessment; Genting Knowledge Cafe

2013

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

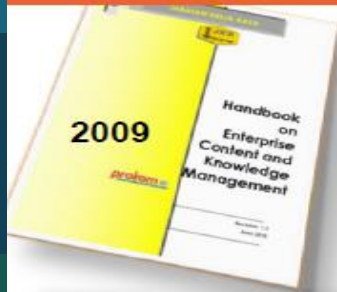
2015

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 interview; JCoP Moderators Workshop; KM Prog for cadre officers; JCoP day
- **Jul - Dec**
Pembudayaan Ilmu workshop



ECKM products



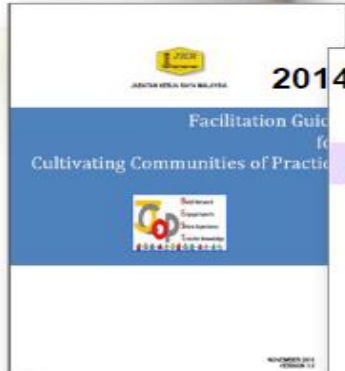
2013

2011 - KM readiness assessment



JKR CoP Domains

2013



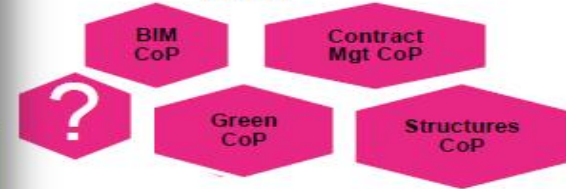
2015



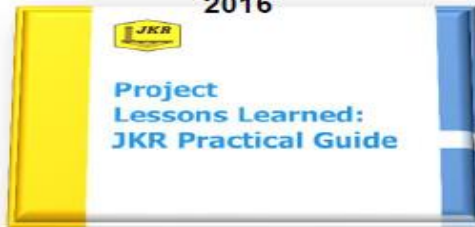
2013



2016



2016



2016



3

JPEDIA

online knowledge repository



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You can view its source [alt-e]

J-Pedia









What is J-Pedia

What is JPedia

JPedia is an online encyclopedia made up of knowledge resources collected and organized to promote knowledge sharing and support continuous learning among JKR staff. All the articles or pages are jointly created by JKR staff from various Branches (Kawanan JKR) and States (JKR Negeri) who had undergone a short training on the use of [wiki](#).

Connecting people to content

- **Best Practices**
- **PM Competency Framework**
- **Presentation Slide**
- **Project Lesson Learned**
- **Conference Paper**

 <p>WikiTAM</p> <p>Dedicated to project and asset management knowledge base, aimed at those involved in managing the total asset life cycle</p>	 <p>ECKM wiki</p> <p>Information on enterprise content and knowledge management framework, governance and initiatives implemented in JKR</p>	 <p>JCoP</p> <p>JKR Community of Practice</p>	 <p>WikiGreen</p> <p>A collection of JKR Green Technology documentation</p>
 <p>?title=J-Pedia&action=edit</p>			



Road Work WBS



Share Explicit Knowledge

The hand auger is very simple hand tool used for drilling into soft soils down to a maximum depth of 10 ft. A variety of 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 removed from the bottom of the hole. The auger is then emptied. A different auger can be used for each formation (soil) type. Hand augering

Above the water table, the borehole generally stays open without the need for support can be emptied either with an auger or a bailer. The permanent well casing is then in support for the borehole as the permanent casing (direct installation), although in the silt and soft clay

- 1) SURVEY METHODS
- 2) SOIL INVESTIGATION METHODS
 - In-situ Tests
 - Borehole
 - JKR Penetration
 - Hand Auger
 - Trial Pit
 - Cone Penetration
 - Vane Shear
 - Plate Load
 - Site Laboratory Tests
 - Sieve Analysis
 - Moisture Content
 - Modulus of Elasticity



Keretakan tembok

asked Mar 23, 2014 in Structure by Mastara (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.

Begin

commented Apr 1, 2014 by Rosi [4,750 points]

Dinding untuk koridor perlukan stiffener dan dowel bar. Begitu juga dinding baru dengan blok sekolah. Jika tidak disediakan stiffener + dowel bar, bermakna dinding tersebut bergantung haram kepada mortar dan berat sendiri (self weight) dan berisiko untuk runtuh. Oleh itu, le pelajar / murid sekolah bertolak-tolak dengan dinding tersebut. Untuk memastikan keselamatan, dinding dalam

The collage features several architectural elements: a cross-section of a wall showing insulation and reinforcement; a structural diagram of a beam-column joint; a technical drawing of a staircase; and a photograph of a modern building facade. A prominent orange diagonal banner across the center contains the text "Share Tacit Knowledge".

Share Tacit Knowledge

Struktur tangga bersambung (structurally connected stairs)

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

Panca kenapa berlaki "gap" tersebut perlulah diketahui supaya pembeikan dibuat tidak bersaga. Sekiranya atas arahan PPD / Pengusaha / 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. Dril rusak dan masukkan baru sebagai stiffener dan sedulian dowel bar. Perbetulkan kembali construction joint.

Sekedar pendengen saya. Terima kasih.

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

[illegible]

Structurally independent

dan sememangnya tidak bersambung
ia dijelaskan oleh Encik Harjit.

4

JCoP

virtual communities of practise





JCoP



Connecting people to people

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

[J-CoP](#) [Why J-CoP?](#) [J-Pedia](#) [J-CoP Café](#) [Articles](#) [Ask A Question](#)

Hot! Recent

Answered: Bolehkah Pegawai Teknikal Fasiliti (PTF)...

Pada pandangan saya bergantung kepada keadaan. Pada pandangan saya, istilah teknikal dalam perkhidmatan kejuruteraan dalam perkhidmatan awam boleh digambarkan kemahiran untuk menyediakan senarai bahan yang diperlukan sebelum perolehan perkhidmatan at

Answered: Bolehkah atau tidak sekiranya starter ba...

Adalah tidak wajar jika membengkok starter bar dengan kaedah hot bend kerana ia akan menjejaskan mechanical properties besi tetulang tersebut. Susulan kepada tindakan tersebut yield strength, tensile strength dan toughness starter bar itu turut a

Sesi Bual Bicara TKPKR 2016

Program Professional Executive Talk (PET 2-2016) dan Bual Bicara Bersama Timbalan Ketua Pengarah Kerja Raya yang telah diadakan pada 13 Disember 2016 merupakan jalinan usahasama di antara Cawangan Perancangan Aset Bersepadu, JKR dan Pertubuhan Professional JKR Malaysia (ProJKRM). Majlis telah dihadiri lebih 300 peserta dari cawangan dan negeri. Majlis yang berteraskan program ilmu merupakan langkah [...]





JCoP Café

Connecting people to people

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



Answered: Dokumen piawaian jkr bagi jangka hayat a...
Saya memerlukan dokumen ini bagi tujuan kerja saya.



Ask a question:

Most popular tags

stakeholder project-
management facilities-asset-
management risk-management
stakeholder-management time-management asset-
bim communication-management competence
integration human project cost-management
myssate piengusam-asset-fasiliti project





**Any
questions?**

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