BENGKEL JPEDIA
23 NOVEMBER 2016

INTRODUCTION TO ENTERPRISE CONTENT AND KNOWLEDGE MANAGEMENT

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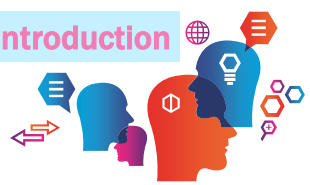
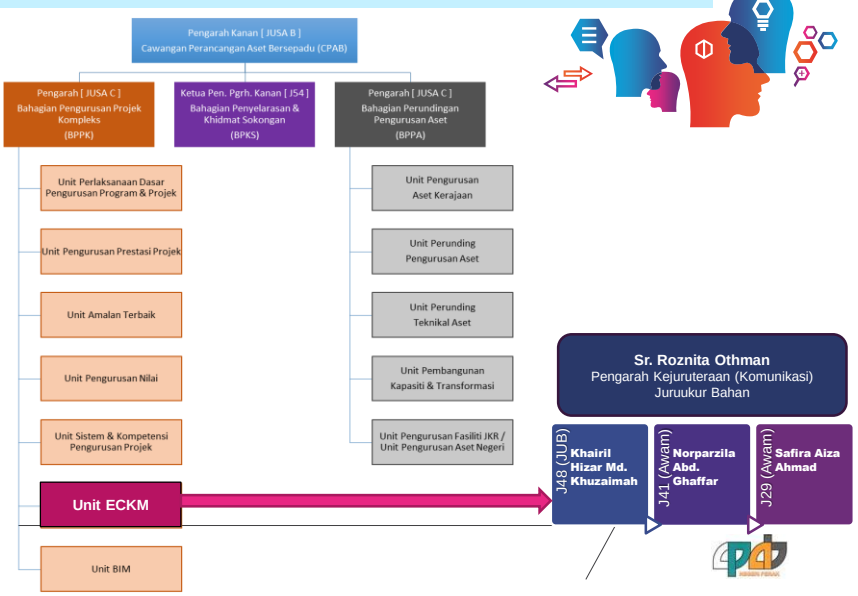
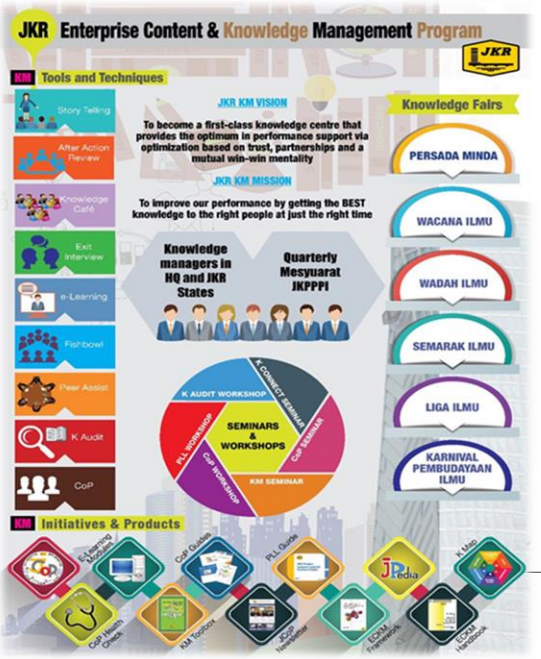
& KNOWLEDGE MANAGEMENT, CPAB

Introduction







What I will cover

Begin with the end in mind

- Why ECKM matters to us
- Our knowledge Assets
- JKR KM Agenda and Journey
- ECKM Products

Why ECKM matters to us

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

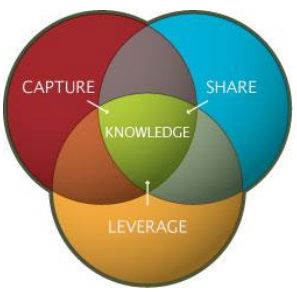
2 Our people work at different locations and are geographically dispersed. Knowledge sharing across the department becomes more challenging. People are not learning from each other and are reinventing the wheel

SILOS result in

lack of trust, limited communication and isolation

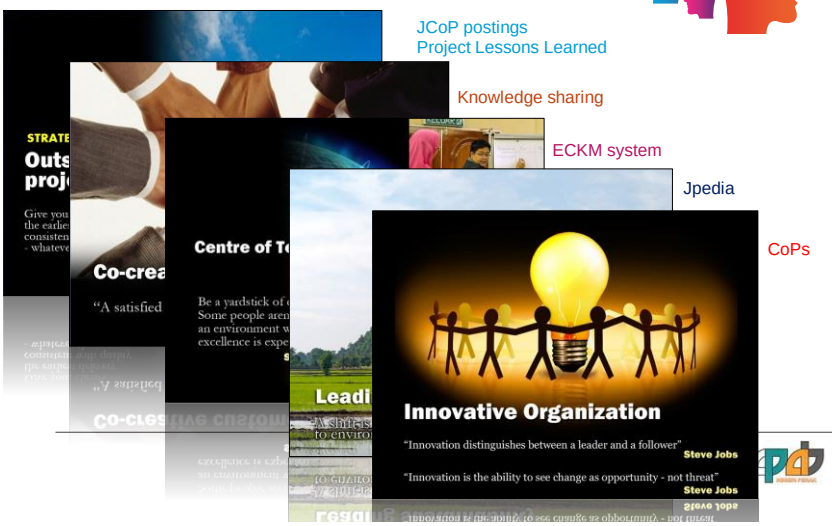
http://www.chrisernst.org/why-boundary-spanning-networks/activate-the-network/

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

KM is a KEY component in JKR Strategic Framework 2016-2020



JCoP postings
Project Lessons Learned

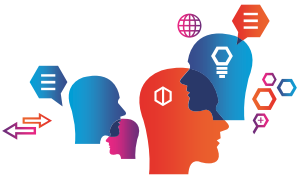
Knowledge sharing

ECKM system

Jpedia

CoPs

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**

Our Knowledge Assets

Relationships
- know-who
- Social relationship

-eg with experts, stakeholders

Methods

Procedures, processes, workflows

Not all are documented

e.g best practices, checklists, templates

Adapted from Dave Snowden, 'The ASHEN model: an enabler of action' *Knowledge Management* vol.3 issue 7 2000

Natural Talent
- Inherent
- Cannot be constructed/replicated
- *e.g art, design*

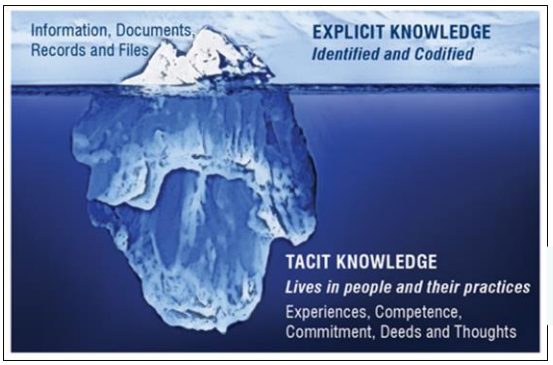
Experience
- Able to identify trends and make sense
- e.g *forecasting, negotiations, risk planning*

Skills
- Competent in performing tasks
- Acquired through learning and doing
- e.g *project scheduling,*

Documents/Data
- Explicit knowledge

e.g Manuals, SOPs, databases, training kit

Types of Knowledge



20%

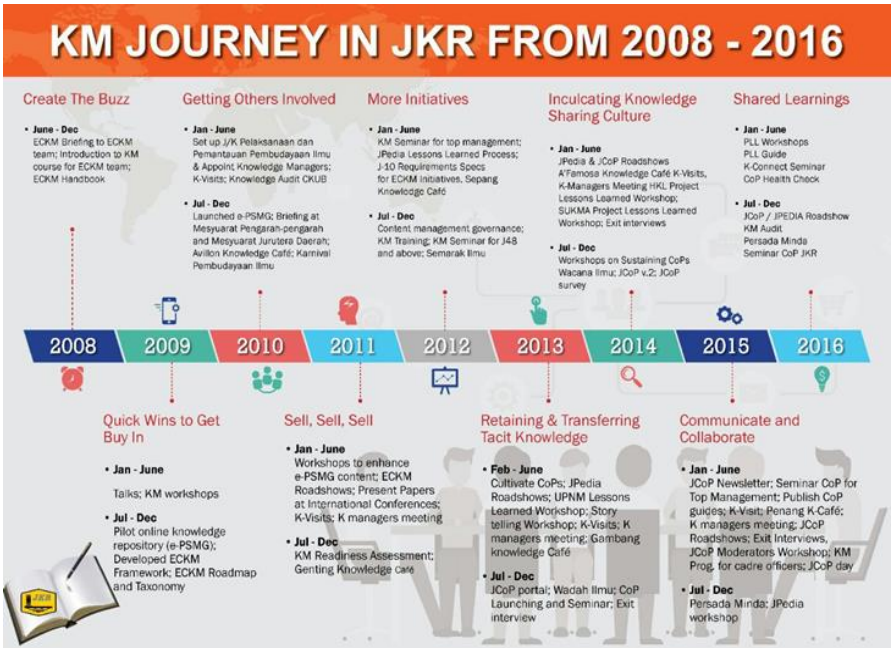
80%

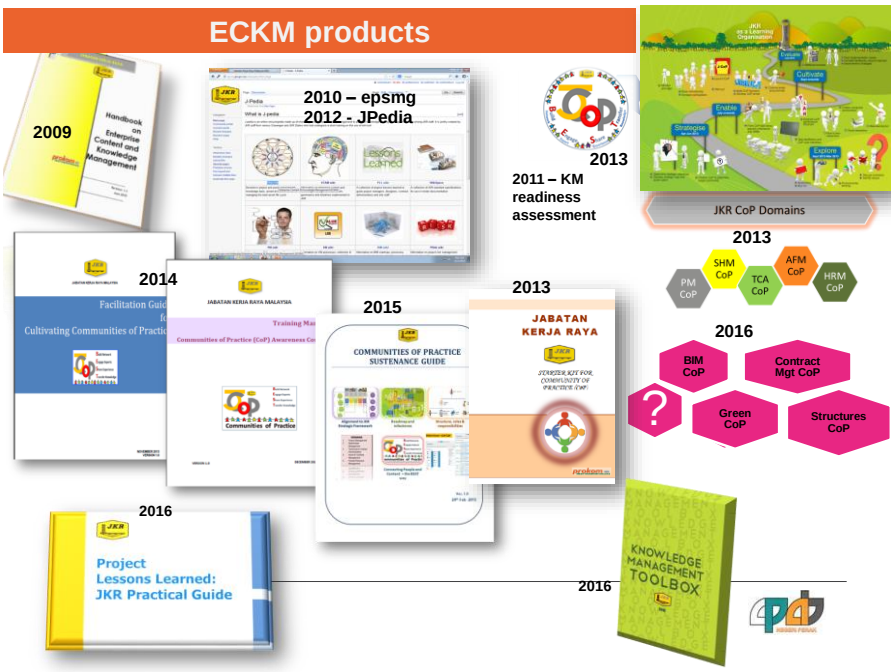
The KM Agenda

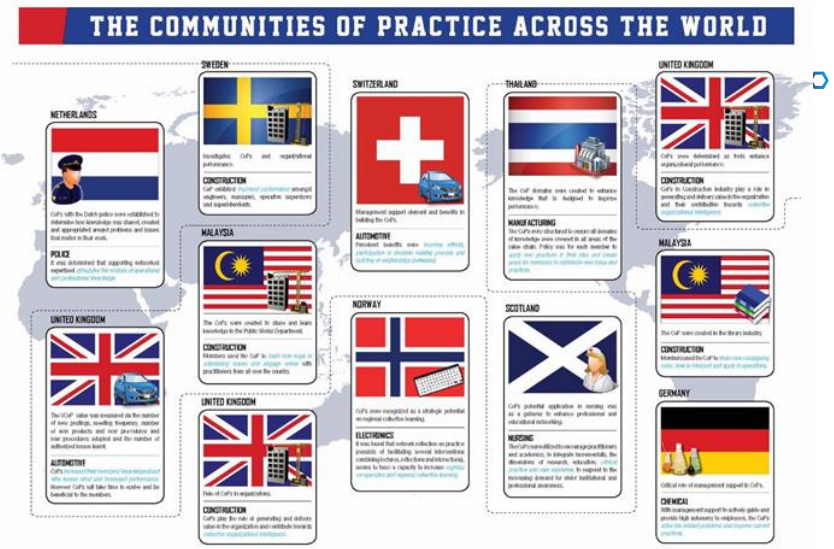
*To cultivate **knowledge sharing and learning culture** across department through the use of proven **effective knowledge sharing tools***

MAJOR KM INITIATIVES (since 2008)

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


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 Pengaran-pengaran and Mesyuarat Jurutera Daerah; Ayrton 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; UPNM 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 products
2009
Handbook on Enterprise Content and Knowledge Management
2010 – epsmg
2012 - JPedia
2013
2011 – KM readiness assessment
JKR CoP Domains
2013
SHM CoP
AFM CoP
PM CoP
TCA CoP
HRM CoP
2014
2015
2013
JABATAN KERJA RAYA
COMMUNITIES OF PRACTICE SUSTENANCE GUIDE
2016
BIM CoP
Contract Mgt CoP
Green CoP
Structures CoP
2016
Project Lessons Learned: JKR Practical Guide
2016
KNOWLEDGE MANAGEMENT TOOLBOX



JKR KM Online Tools

JPedia
Online Knowledge Repository

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

JCoP
Virual Communities of Practice

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

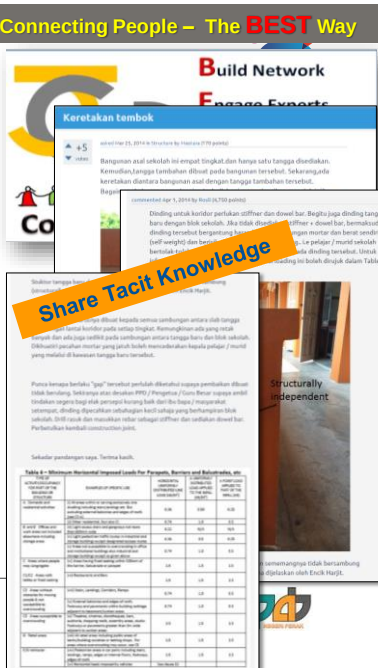
Connect People to Content

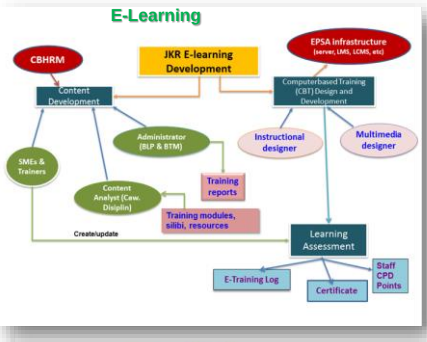
Connect People to People

JPedia

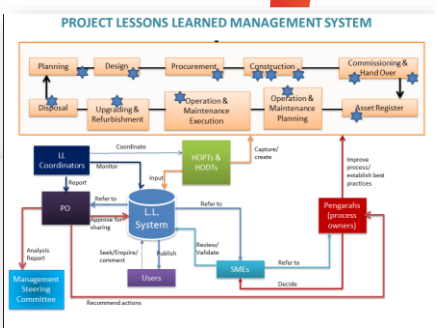
Share Explicit Knowledge
Road Work WBS

JCoP


Connecting People – The BEST Way
Build Network
Keretakan tembok
Share Tacit Knowledge
Structurally independent

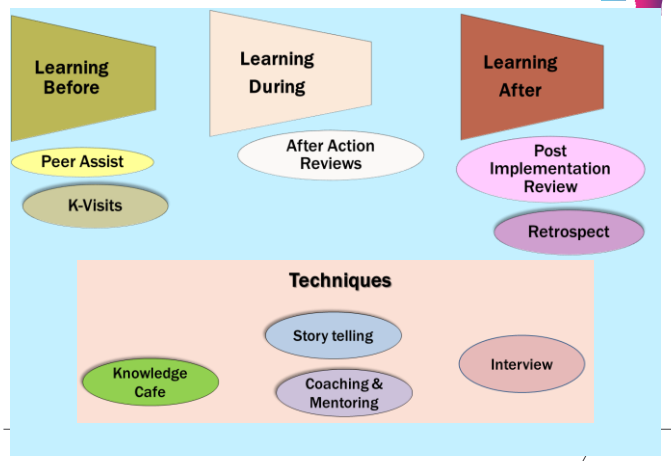

E-Learning
CBHRM
JKR E-learning Development
EPSA infrastructure (server, LMS, LCMS, etc)
Content Development
Computerbased Training (CBT) Design and Development
Administrator (BLP & BTM)
Instructional designer
Multimedia designer
SMEs & Trainers
Training reports
Content Analyst (Crew. Disiplin)
Training modules, silibi, resources
Create/update
Learning Assessment
E-Training Log
Certificate
Staff CPD Points

Systems under development


PROJECT LESSONS LEARNED MANAGEMENT SYSTEM
Planning
Design
Procurement
Construction
Commissioning & Hand Over
Disposal
Upgrading & Refurbishment
Operation & Maintenance Execution
Operation & Maintenance Planning
Asset Register
LL Coordinators
HOPTs & HODTs
PO
L.L System
Pengarahs (process owners)
Management Steering Committee
Users
SMEs

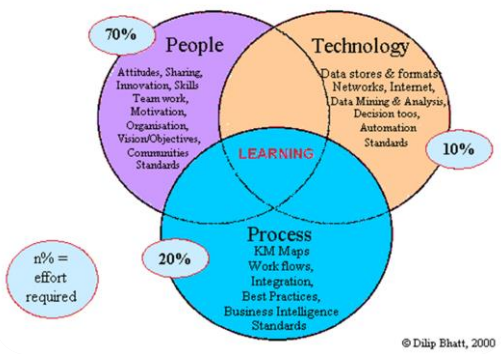
Expert Directory
Post
Placement
Profile
MyKJ
Automatic Update
CV
Workload
PROJECT
NON-PROJECT
CI
Published papers/ Presentations
Online Training Application and Approval System
Online Training Log
Database
Verify
Panel Sumber Manusia
JKR Yellow pages

Tools to capture/harvest Knowledge



Conclusion

Knowledge Components



Thank you for your attention

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