



JKR's COMMUNITIES OF PRACTICE **CONNECTING PEOPLE THE BEST WAY**

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27 January 2017



THE ECKM TEAM IN CPAB



Begin with the end in mind

Introduction to ECKM

Our CoP journey

CoP implementation

CoP maturity level

JCoP –ask and discuss

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

ECKM products



2011 – KM readiness assessment



JKR CoP Domains

2013



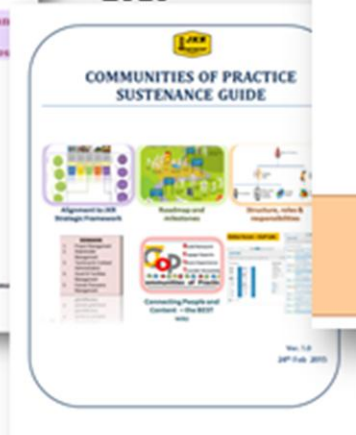
2016



2013



2015



2014



2016



2016





What is a CoP?

A group of people
shared interest, purpose, or practice
often collaborate
share ideas and knowledge in several ways

	What's the purpose?	Who belongs?	What holds it together?	How long does it last?
Community of practice	To develop members' capabilities; to build and exchange knowledge	Members who select themselves	Passion, commitment, and identification with the group's expertise	As long as there is interest in maintaining the group
Formal work group	To deliver a product or service	Everyone who reports to the group's manager	Job requirements and common goals	Until the next reorganization
Project team	To accomplish a specified task	Employees assigned by senior management	The project's milestones and goals	Until the project has been completed
Informal network	To collect and pass on business information	Friends and business acquaintances	Mutual needs	As long as people have a reason to connect

THE COMMUNITIES OF PRACTICE ACROSS THE WORLD

NETHERLANDS



CoPs with the Dutch police were established to defensive how knowledge was shared, created and appropriated around problems and issues that matter in their work.

POLICE

It was determined that supporting advanced expertise *stimulates the culture of operational and professional knowledge.*

UNITED KINGDOM



The 'CoP' value was measured via the number of new postings, meeting frequency, number of new products and new procedures and new procedures adopted and the number of authorized license held.

AUTOMOTIVE

CoPs *increased their members' knowledge about who knows what and increased performance.* However, CoPs still take time to evolve and be beneficial to the members.

SWEDEN



Investigated CoPs and organizational performance.

CONSTRUCTION

CoPs exhibited *regional performance* amongst engineers, managers, operators, supervisors and superintendents.

MALAYSIA



The CoPs were created to share and learn knowledge in the Public Works Department.

CONSTRUCTION

Members used the CoP to *learn new ways of addressing issues and engage better with practitioners from all over the country.*

UNITED KINGDOM



Role of CoPs in organizations.

CONSTRUCTION

CoPs play the role of generating and delivery value in the organization and contribute to *collective organizational intelligence.*

SWITZERLAND



Management support element and benefits in building the CoPs.

AUTOMOTIVE

Perceived benefits were *learning effects, participation in decision making process and building of relationship networks.*

NORWAY



CoPs were recognized as a strategic potential as *regional collective learning.*

ELECTRONICS

It was found that network reflection on practice (consists of facilitating several interactions containing lectures, reflections and interactions), seems to have a capacity to increase *regional co-operation and regional collective learning.*

THAILAND



The CoP domains were created to enhance knowledge that is designed to improve performance.

MANUFACTURING

The CoPs were also started to ensure all domains of knowledge were covered in all areas of the value chain. Policy was for each member to *apply new practices in their jobs and create space for members to contribute new ideas and practices.*

SCOTLAND



CoPs potential application in nursing was as a gateway to enhance professional and educational networking.

NURSING

The CoPs were established to *re-engage practitioners and academics, to integrate increasingly the dimensions of research, education, clinical practice and user experience*, to respond to the increasing demand for wider institutional and professional awareness.

UNITED KINGDOM



CoPs were defined as tools enhance organizational performance.

CONSTRUCTION

CoPs in Construction industry play a role in generating and delivery value in the organization and their contribution towards *collective organizational intelligence.*

MALAYSIA



The CoP were created in the library industry.

CONSTRUCTION

Members used the CoP to *share new collaborating roles, how to interpret and apply in operations.*

GERMANY



Critical role of management support in CoPs.

CHEMICAL

With management support to actively guide and provide high autonomy to employees, the CoPs *offer job-related problems and improve current practices.*



Proven Stories



Experts and his/her expertise are retained and transferred via **EXPRESSO**, acronym of 'Expert Experience Sharing Session'

Pre EXPRESSO

Identify SME & subject matter

Prepare guided question

- From K Maps

Prepare SME

- 4 W, 1 H.
- LL/ key take aways
- Useful resources/ network



Discovering Organizational
PETRONAS
Murni Shariff

Proven Stories



EXPRESSO videos and presentation files are kept in youtube format, accessible from the KM portal. They are later packaged into Knowledge Books

VIDEO @Knowledge Bank

LoF Series: Understanding LoF I
22nd January 2014 | KM Corner @ PRTVC

Presented by:
En Ahmad Fahrul B Januri
En M Nor Zuwaini B Md Yasin

TABLE OF CONTENTS

- Field of Life Cycle
- Upstream Activities
- Acquisition and Exploration
- Appraisal and Development
- Geologist Activities

PRESENTATION SLIDES

PHOTOS

VIDEO @Knowledge Bank

LoF Series: Block Acquisition and Promotion I
4th March 2014 | KM Corner @ PRTVC

Presented by:
En Shahrul Amar B Abdullah
Pn Salina Bt Saifullah

TABLE OF CONTENTS

- Block Acquisition Part 1
- Block Acquisition Part 2
- Block Acquisition Part 3
- Block Promotion Part 1
- Block Promotion Part 2
- Block Promotion Part 3

PRESENTATION SLIDES

PHOTOS

VIDEO @Knowledge Bank

GSA Series: Liquefied Natural Gas (LNG) Pricing
10th April 2014 | Dining Hall @ L40
Presented by: Pn Marlina Bt Md Salim

TABLE OF CONTENTS

- Components of LNG Pricing
- Japan Crude Cocktail
- Trade Parity
- LNG Pricing Principle and Calculations
- LNG definition and its application to GSA

PRESENTATION SLIDES

PHOTOS

PETRONAS Murni Shariff
Open

©Petroleum Nasional Berhad (PETRONAS) 2014

VIDEO @Knowledge Bank

LoF Series: Understanding LoF II
28th January 2014 | KM Corner @ PRTVC

Presented by:
M Redzuan B Tajuddin
En M Irwani B Sadi

TABLE OF CONTENTS

- Acquisition and Exploration
- Exploration and Development
- Development
- Production
- Petroleum System
- Discovered Oil Field in Malaysia
- Geologist Activities and O&A

PRESENTATION SLIDES

PHOTOS



JKR CoPs – strategic positioning

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 heart of a CoP



Community

- its membership, the
relationships and Interactions

Domain or context

- its identity and focus

Practice

- its methods, knowledge and expertise

Value

it brings to its members

Willingness

of its members to contribute and share their knowledge and expertise



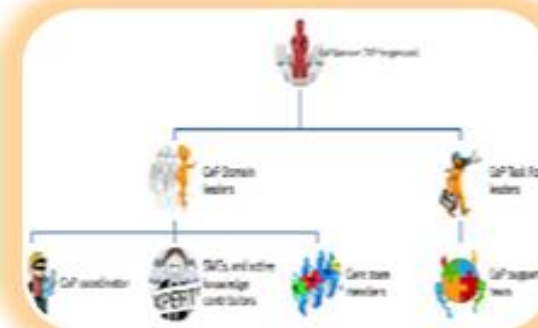
The CoP journey



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



Aligning to Business Strategy and Goals

JKR Strategic Framework 2016-2020

STRATEGIC

Outstanding project

Give your client the earliest delivery consistent with - whatever the is

Co-creative

"A satisfied customer"

Centre of

Be a yardstick of excellence. Some people are an environment of excellence is ex

Leading

A shift is needed to environment



Innovative Organization

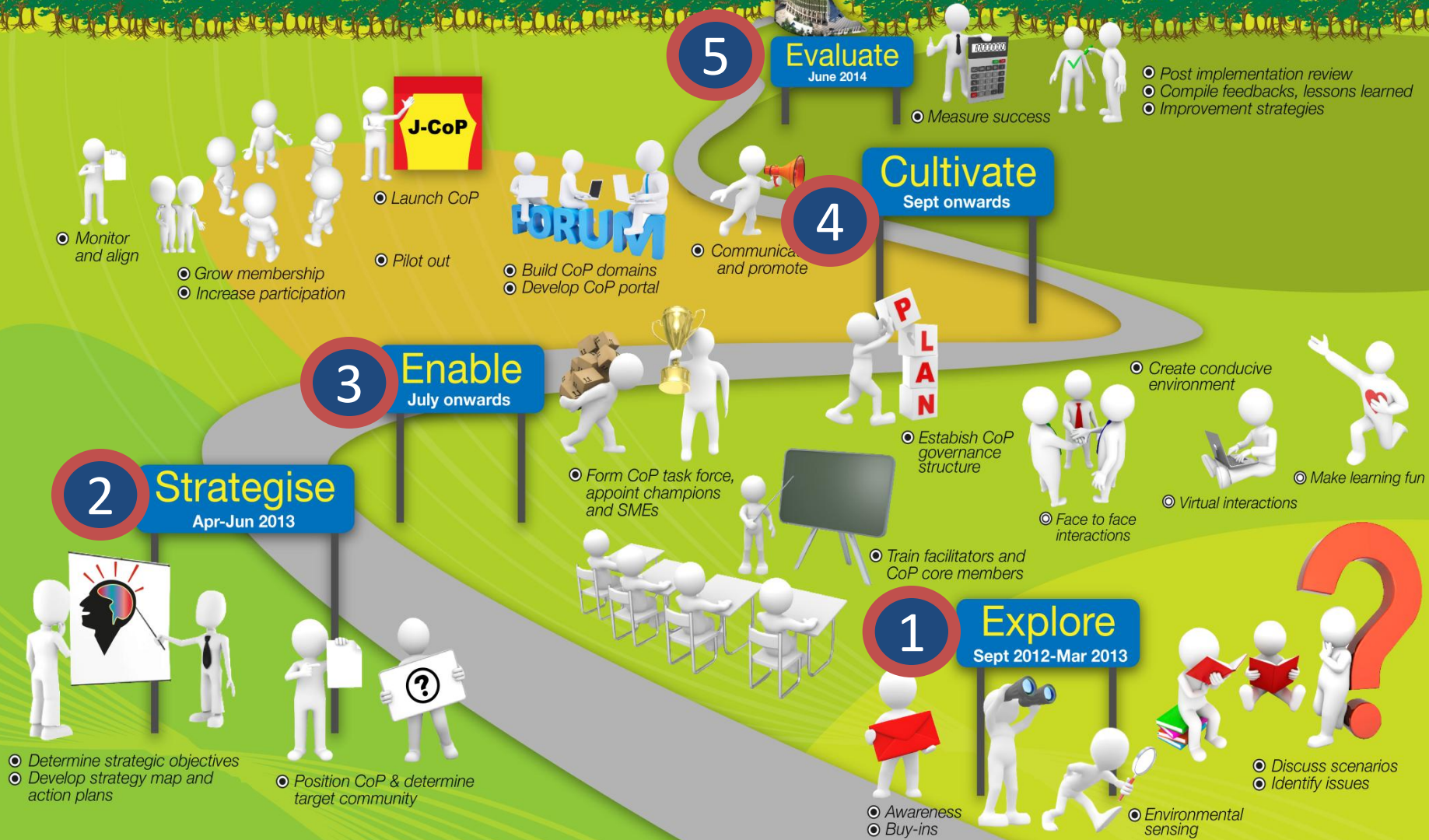
"Innovation distinguishes between a leader and a follower"

Steve Jobs

"Innovation is the ability to see change as opportunity - not threat"

Steve Jobs

JKR as a Learning Organisation



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



Seminar KConnect 2016

17/5/2016 @ Sasana Kijang, Bank Negara



Seminar Communities of Practice JKR 2015

24 Februari



Seminar CoP JKR 2016

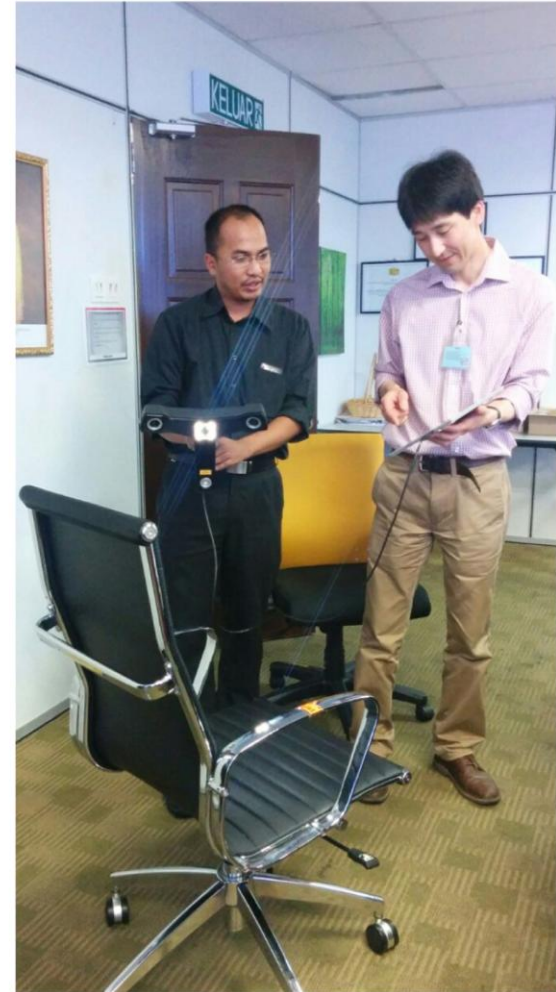
6/9/2016 @ PPAS, Shah Alam, Selangor





K-Sharing Session CoP BIM

Pasukan Penyelidik SuLed-BIM UM/Uni of Manchester



Sesi Bual Bicara TKPKR

13 Disember 2017, Sasana Kijang, Bank Negara



CoP Publications

JCoP & Communities Of Practice

Salam sejahtera!

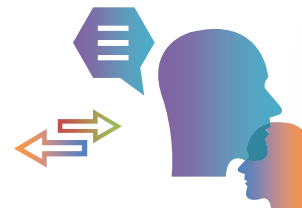
Setelah beberapa bulan merancang, akhirnya terbitlah e-risalah JCoP yang pertama. Tentunya ramai yang tertanya-tanya apa itu JCoP dan apa pula *Communities of Practice* (CoP).

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...](#)

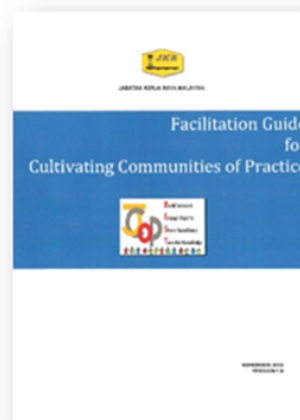
JCoP Newsletter



CoP Starter Kit



CoP Facilitation Guide



CoP Awareness Training Manual

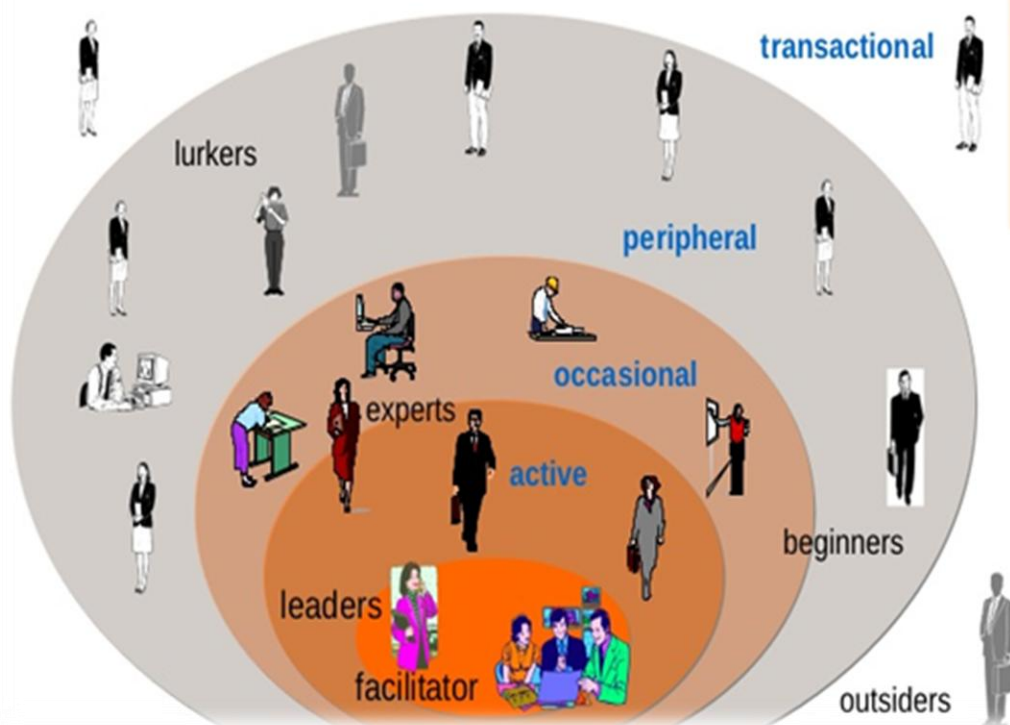


CoP Sustenance Guide





JKR CoP members and roles





JKR CoP Structure, roles and responsibilities



- **Champion/Sponsor** is able to envision the services of a CoP over time, and should have a sense of how the CoP can interact across the organisation
- **Facilitator/Coordinator** consulting, connecting, facilitating, helping, guiding.
- **Leader** serves an integral role in the community's success by energising the sharing process and providing continuous nourishment for the community
- **Librarian** organises information/data (may be part of Facilitator/Coordinator role).
- **Technical Steward** understands business needs and ensure the appropriate tools are available to meet these needs.
- **Core Group** is a working group that initially performs start-up activities and continues to provide ongoing organisational support.
- **Experts** are the subject matter specialist

CoP Maturity Level



Based on APQC KM Maturity Model

Conclusion from JCoP survey (2015)

- ACTIVE PARTICIPATION OF SMEs
- STRONG SUPPORT FROM SENIOR AND TOP MANAGEMENT
- HIGH COMMITMENT TO ALLOCATE TIME FOR KNOWLEDGE SHARING
- CONSISTENT ENCOURAGEMENT FOR KNOWLEDGE SEEKING AND KNOWLEDGE SHARING BEHAVIOUR



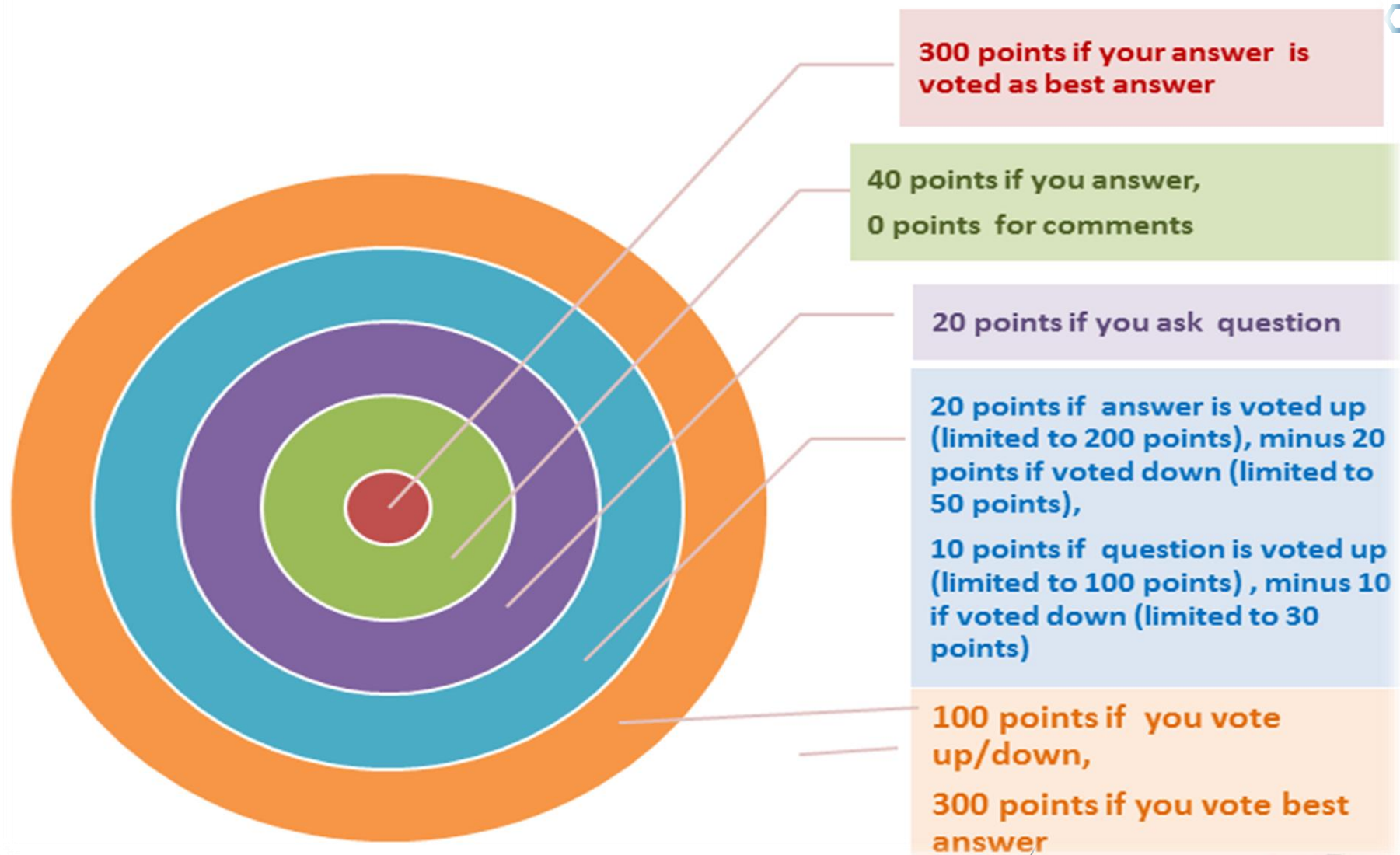
Connecting People and Content – The **BEST** Way!



- 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 REWARD POINTS





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