

INTRODUCTION TO ENTERPRISE CONTENT AND KNOWLEDGE MANAGEMENT IN JKR

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What I will cover

1

Why is **CONTENT AND KNOWLEDGE MANAGEMENT** important?

2

Types of Knowledge and Knowledge Assets

3

Knowledge Transfer

4

JKR Knowledge Transfer Strategies and Initiatives

5

How ECKM is implemented in JKR



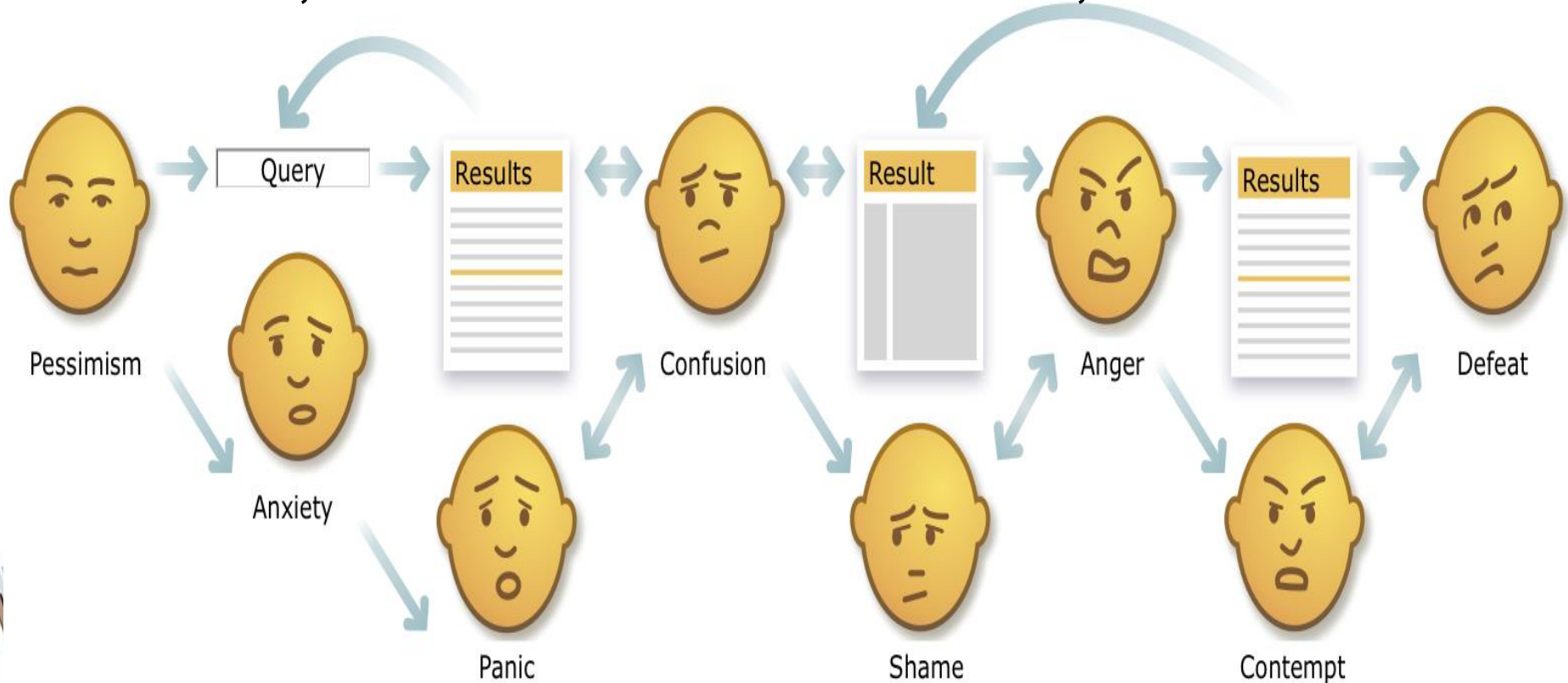
Content grows exponentially



Common problems that we often face

Often, we do not know where to look for the content that we want

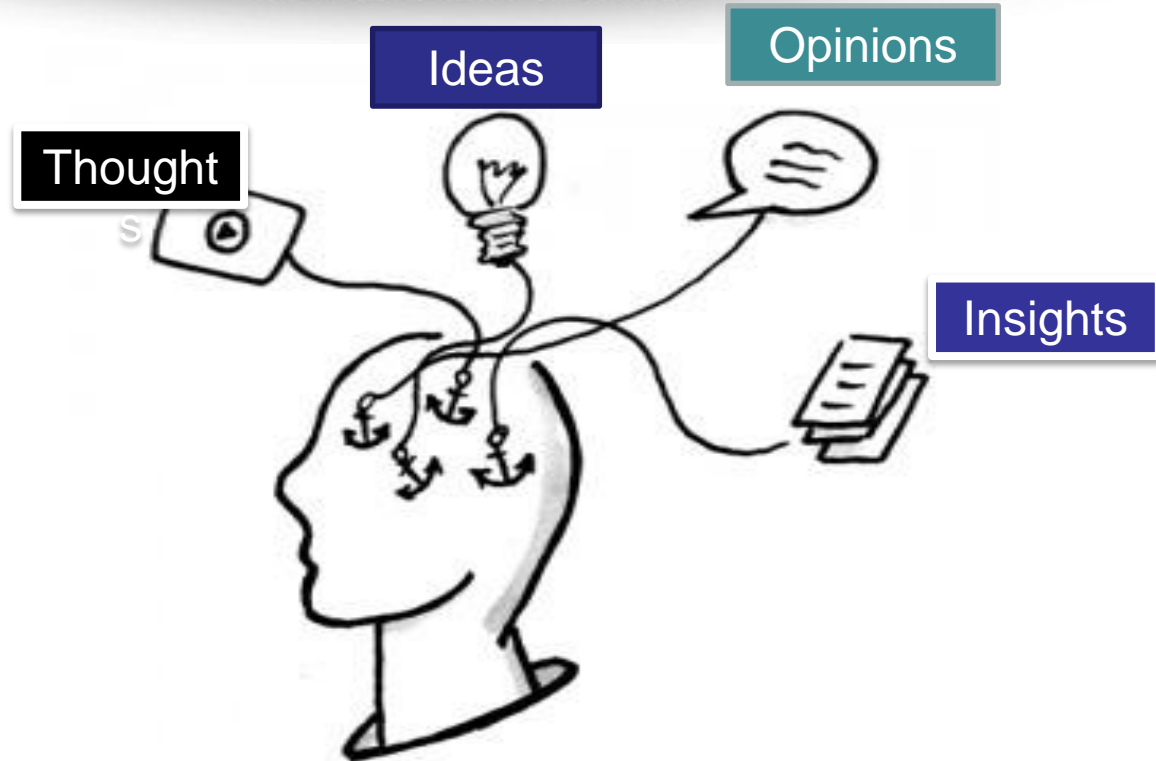
Sometimes, even if we know where it should be, we cannot find it!



Does this help?



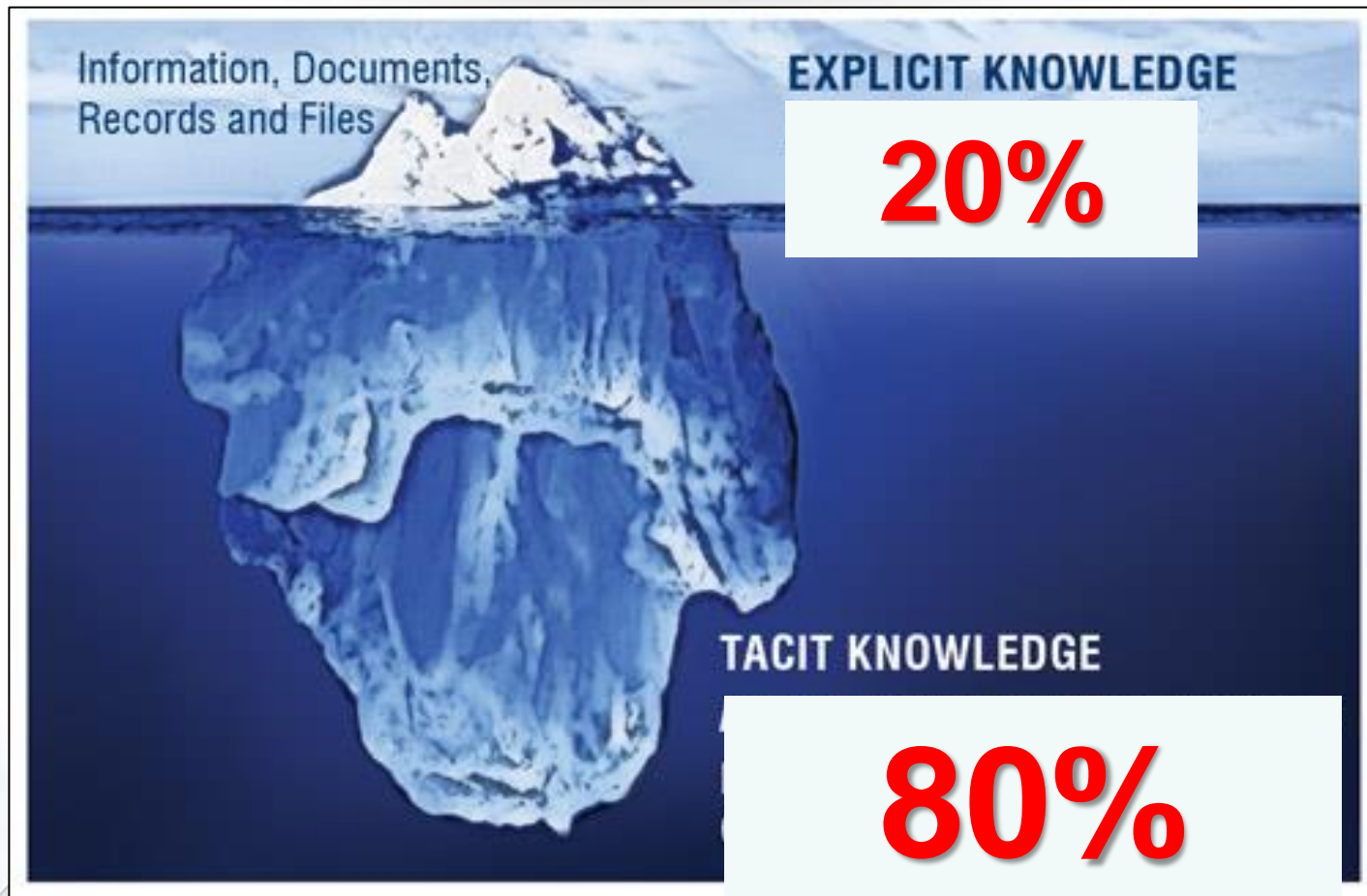
Another problem!



We have knowledge in our heads



The Iceberg Analogy



.. And another!



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



Our Knowledge Assets

Relationships

- know-who
- Social relationship
- eg with experts, stakeholders

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

Methods

Procedures, processes, workflows
Not all are documented
e.g best practices, checklists, templates

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

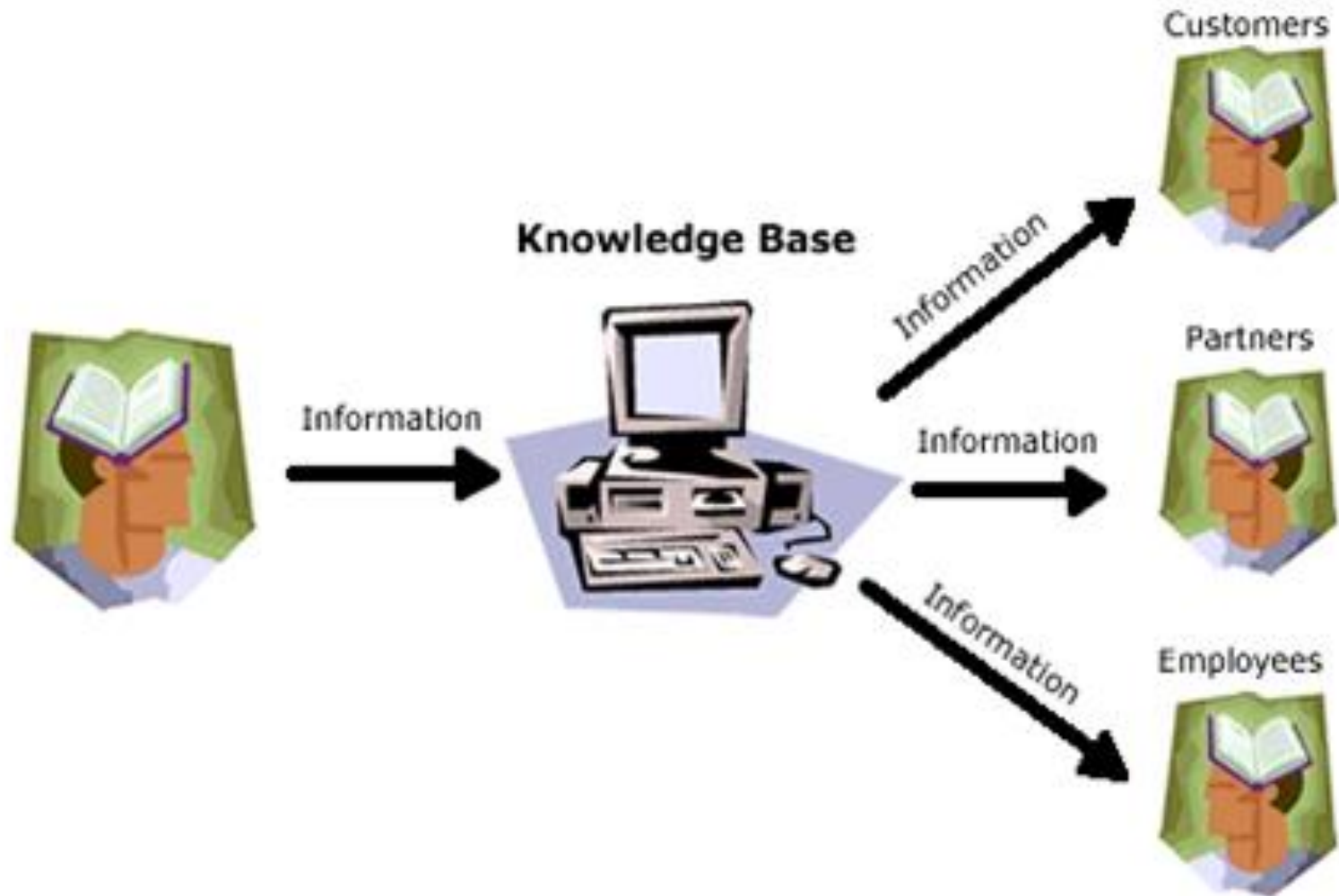
JKR Library



**Only 2,000 book
loans per year**

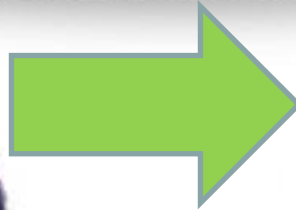


Content/Knowledge repository



Knowledge Transfer

**What do
you
know?**



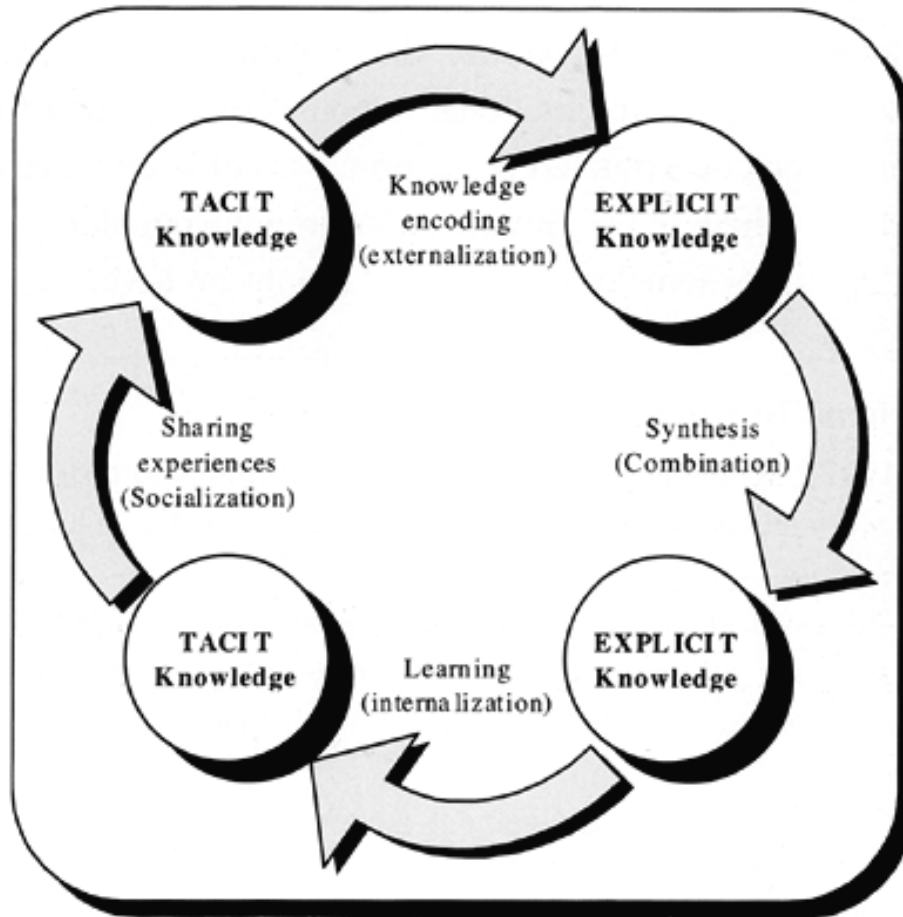
**What do
you need to
know?**



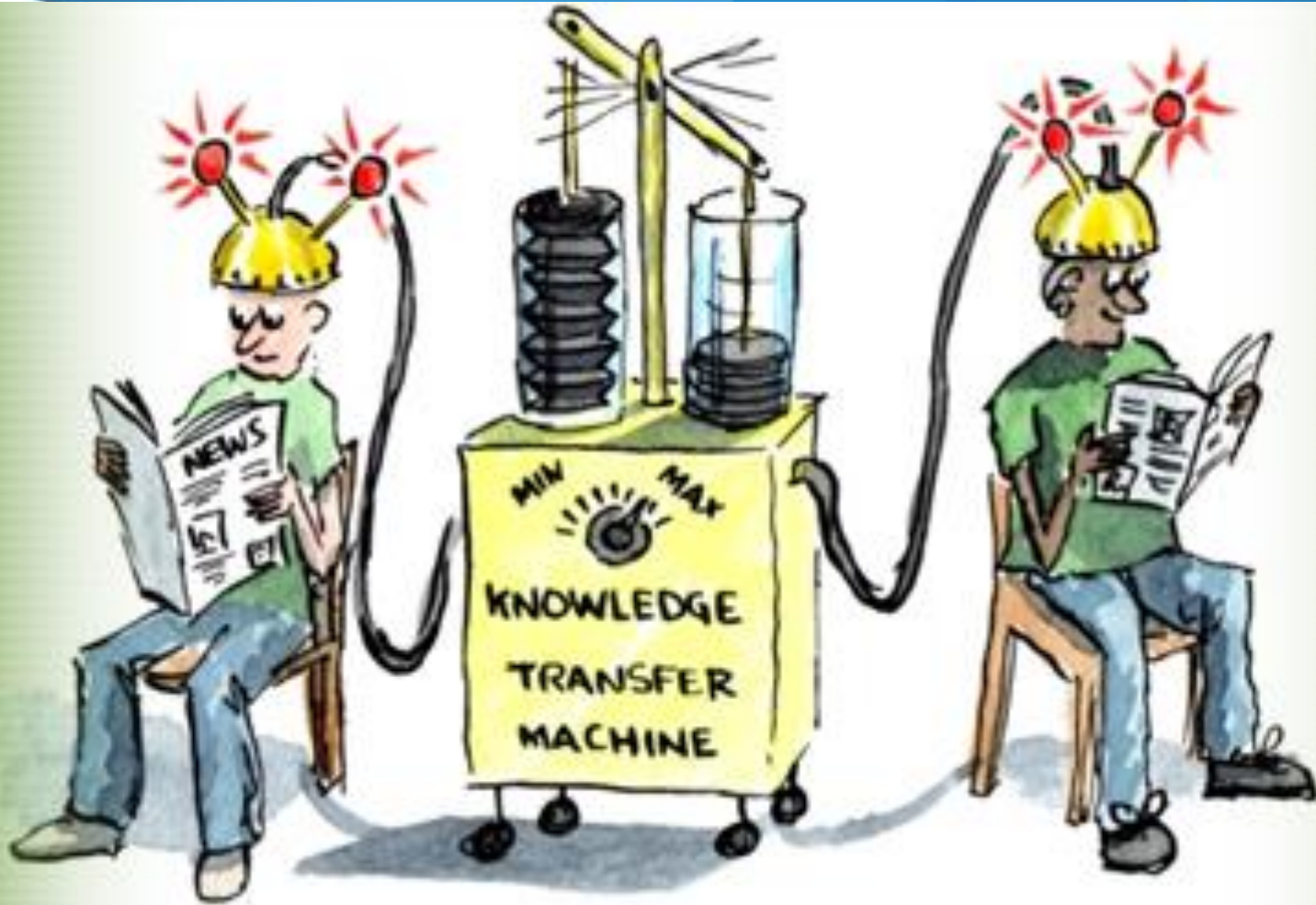
Knowledge Gap



KNOWLEDGE TRANSFER: THE SECI MODEL



The Challenge is HOW FAST CAN YOU TRANSFER KNOWLEDGE?



JKR Knowledge Transfer Strategies and Initiatives

Personalisation Strategy

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

Connecting
People to People

Communities of Practice

JCoP

JKR Yellow Pages

Codification Strategy

Detaches knowledge from context and codifies it into explicit knowledge by creating articles, manuals, and guides.

Connecting
People to Content

JPedia

E-Learning

Project Lessons Learned



Share Knowledge in Context and Explicit Knowledge

Hand augering is a tool used for drilling into soft soils down to a maximum depth of 10 feet. Different drill bits can be attached at the bottom end of the drill rods. The 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. The borehole 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



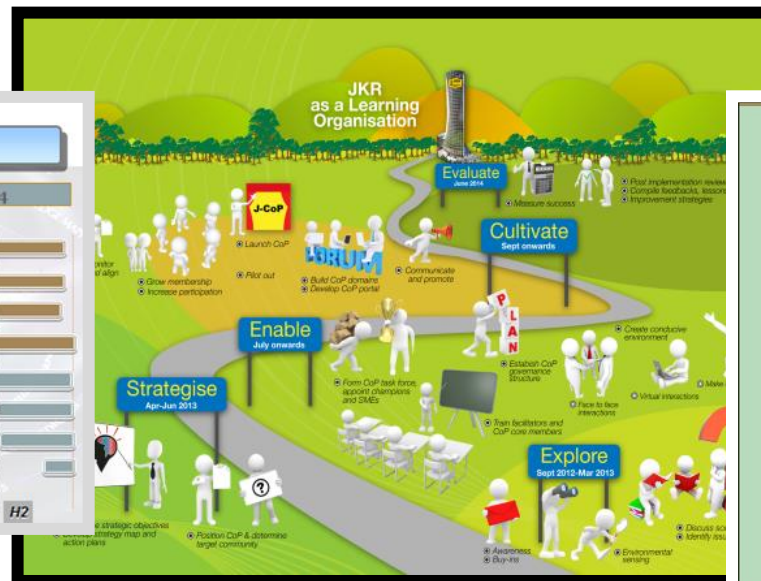
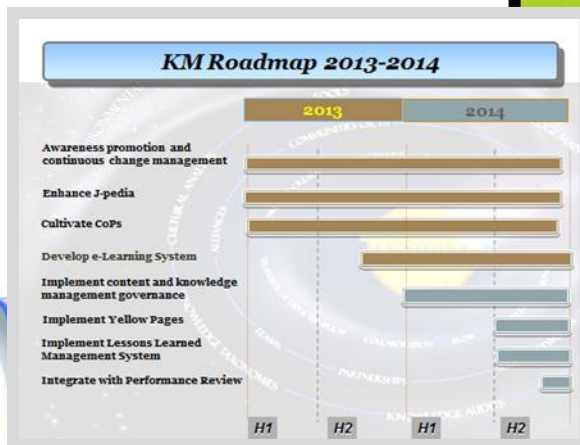
Ask and Discuss

ECKM Office

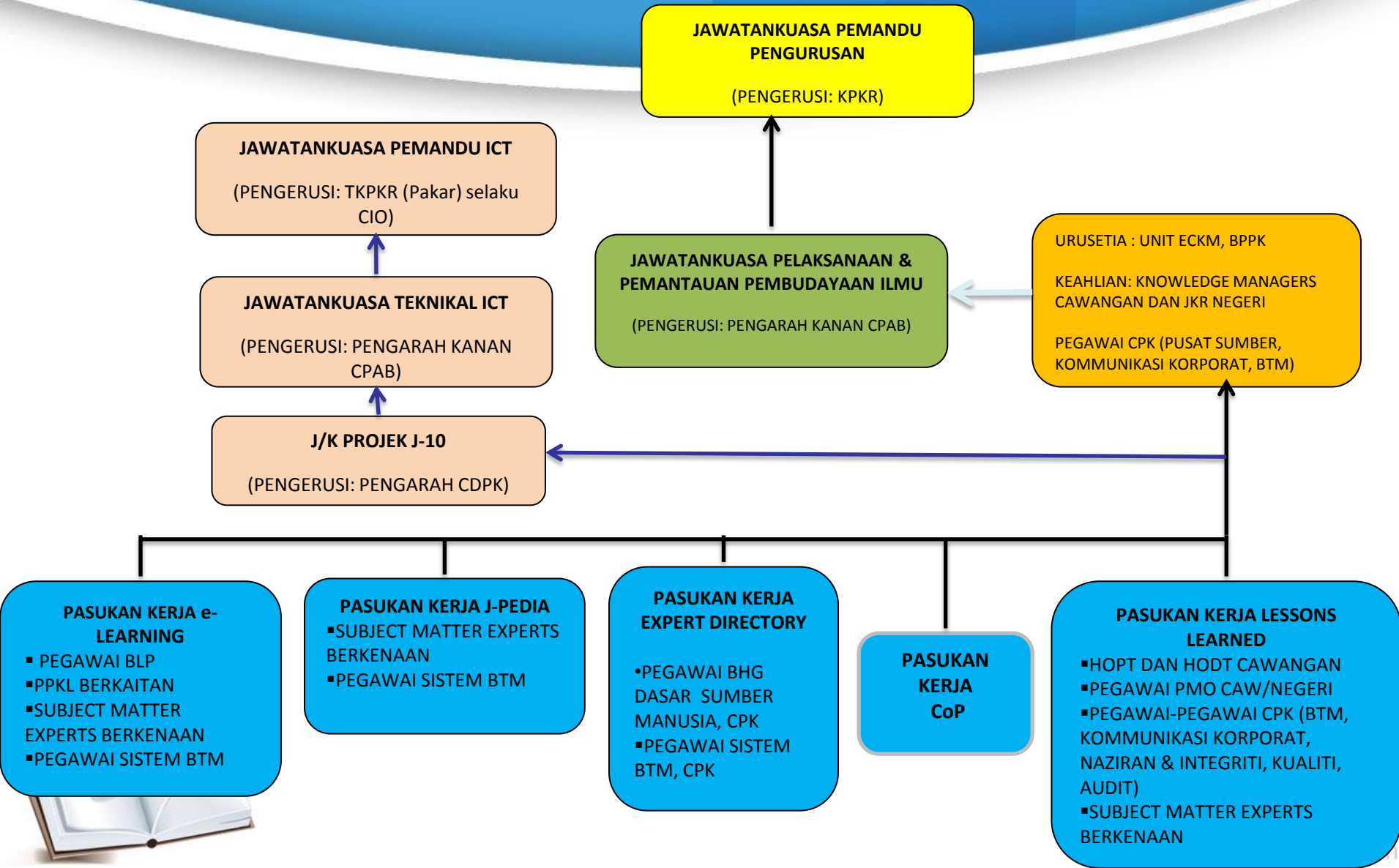
Develop Knowledge Management framework and roadmap

Identify and manage ECKM initiatives with high impact

Implement and monitor KM best practice in JKR throughout knowledge life cycle



KM Governance in JKR



JKPPPI TERMS OF REFERENCE

- Monitor implementation of policies and framework pertaining to knowledge and learning
- Coordinate knowledge and learning related activities to ensure their effectiveness
- Monitor the management of knowledge processes to ensure the quality and availability of knowledge content
- Ensure continuous improvements efforts in KM and learning are aligned and integrated with other organisational improvement initiatives
- Resolves issues pertaining to infrastructure requirements and technical support for effective KM implementation



Role of Knowledge Managers

- Promote awareness and understanding of KM
- Act as resources to help manage/leverage knowledge content
- Improve the circulation of knowledge throughout the organisation.
- Organise at least five (5) knowledge sharing sessions per year
- Implement and monitor KM strategy and activities
- 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



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; UPM 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

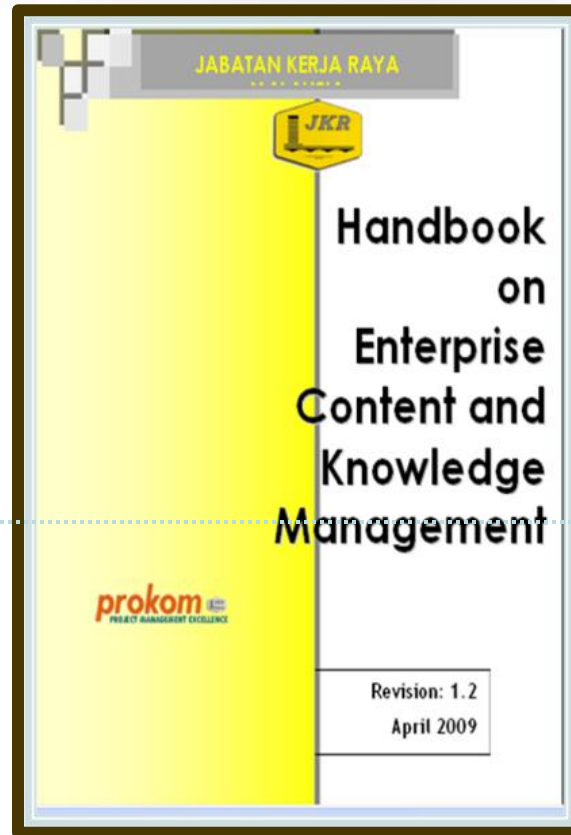
2015

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; JPedia workshop



Introducing Knowledge Management in JKR



JKR's Handbook on ECKM



Align KM to Business Strategy and Goals

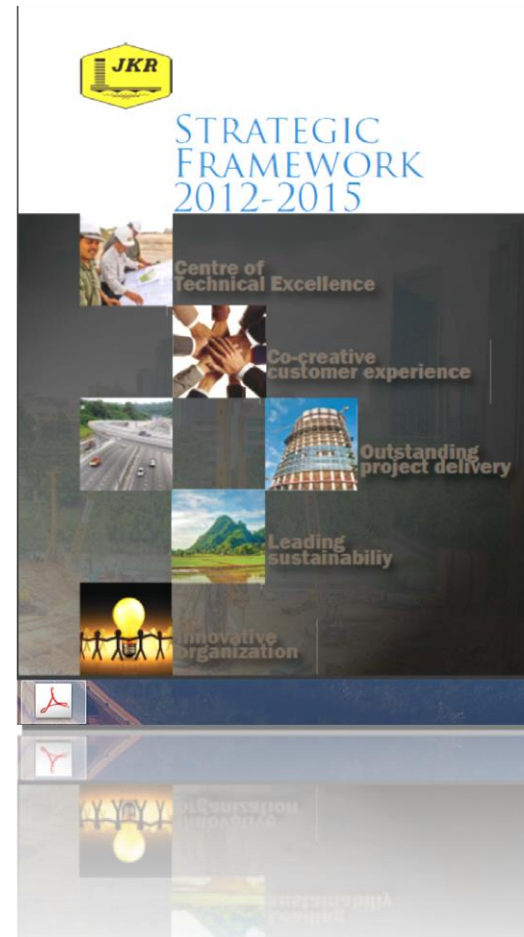
JKR Strategic Framework 2012-2015

Theme 3

CENTRE OF TECHNICAL EXCELLENCE

Theme 5

INNOVATIVE ORGANISATION



THEME 3: CENTRE OF TECHNICAL EXCELLENCE

T3.1

JKR As A Technical
Reference Centre



1. Develop Systems to facilitate search for internal experts - JKR Yellow Pages



THEME 3: CENTRE OF TECHNICAL EXCELLENCE

T3.3

Strengthen Means
of Knowledge
Transfer



2. Promote proven
Knowledge sharing
techniques to facilitate
tacit knowledge transfer



- After Action
Reviews

Learning
During

Learning
Before

- Peer Assist

Learning
After

- Post Implementation
Reviews
- Exit Interviews



Eliciting and Transferring Knowledge: Approaches and Techniques

**Learning
Before**

Peer Assist

K-Visits

**Learning
During**

**After Action
Reviews**

**Learning
After**

**Post
Implementation
Review**

Retrospect

Techniques

Story telling

**Coaching &
Mentoring**

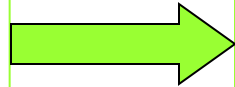
Interview

**Knowledge
Cafe**

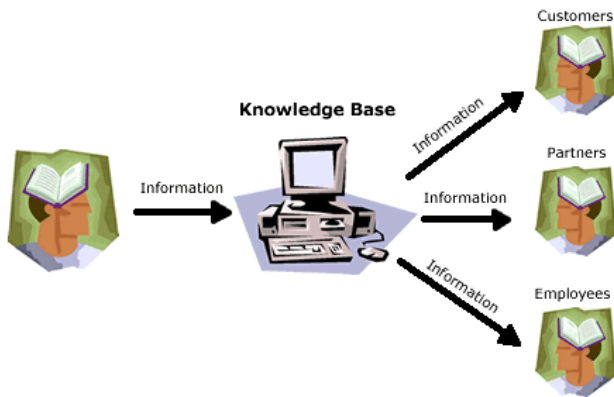


THEME 5: INNOVATIVE ORGANISATION

T5.3 Enrich Organisational Knowledge Base



- Develop Knowledge Management Practice
- Develop Online Knowledge Repository System (J-pedia)
- Develop Project Lessons Learned Management Guide
- Develop Systems To Support Continuous Learning (E-Learning)



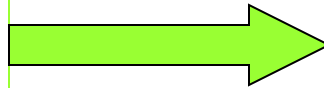
JPedia Usage

Page statistics	
Content pages	771
Pages (All pages in the wiki, including talk pages, redirects, etc.)	7,265
Uploaded files	5,968
Edit statistics	
Page edits since J-Pedia was set up	23,946
Average edits per page	3.30
User statistics	
Registered users	1,450
Active users (list of members) (Users who have performed an action in the last 30 days)	38
Bots (list of members)	1
Administrators (list of members)	5
Bureaucrats (list of members)	7
manager (list of members)	3
View statistics	
Views total (Views to non-existing pages and special pages are not included)	409,821

THEME 5: INNOVATIVE ORGANISATION

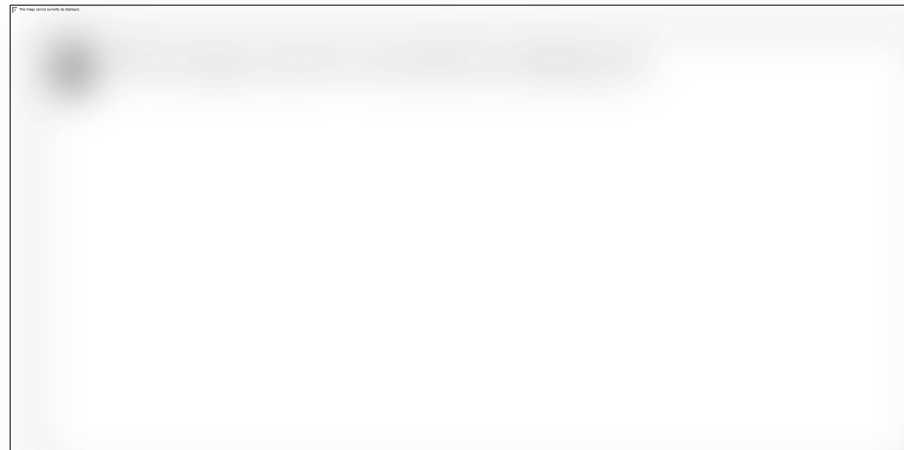
T5.4

Develop
Innovative-centric
Workforce

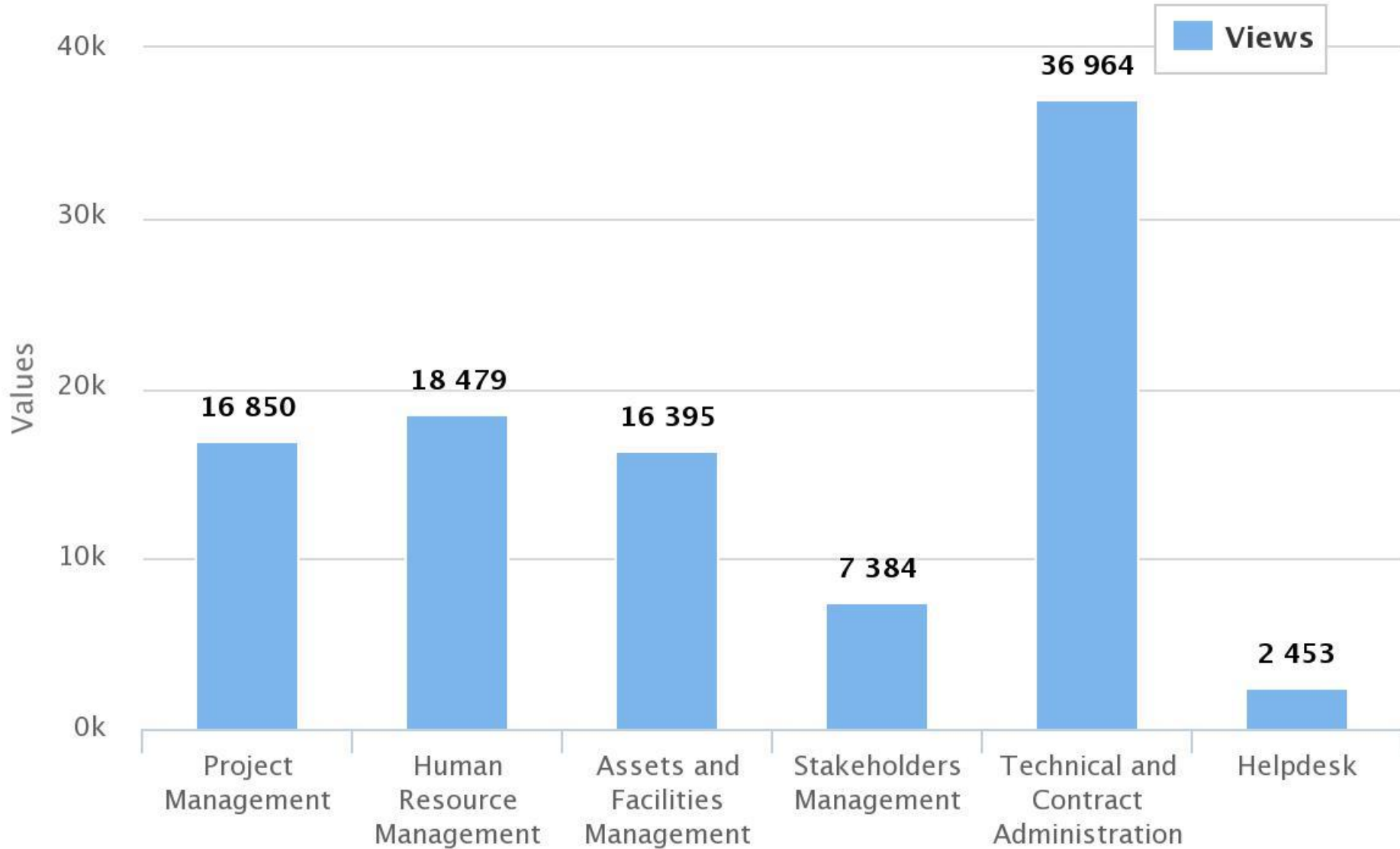


5. Build Communities of
Practice (CoP)

Connecting People – The **BEST** Way



Views Breakdown (98525)



JCoP



*Thank you for your
attention*

