



Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

🕒 25-27 Aug, 2020 📍 #ShiftHappens APAC Week Online

Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

🕒 25-27 Aug, 2020 📍 #ShiftHappens APAC Week Online

www.shifthappenscon.com



Knowledge Management

It's no more a Catch-Phrase

In conversation:



Lawrence Ang

Ex-CIO

Monetary Authority of Singapore,
JTC, PacNet, DaimlerChrysler, Deutsche Bank



Lawrence Ang

Ex-CIO,

Monetary Authority of Singapore,

JTC, PacNet, DaimlerChrysler, Deutsche Bank

Lawrence.Ang@avepoint.com

<https://www.linkedin.com/in/lawrence-ang-02001117/>

 shifthappens

Data is the New Oil



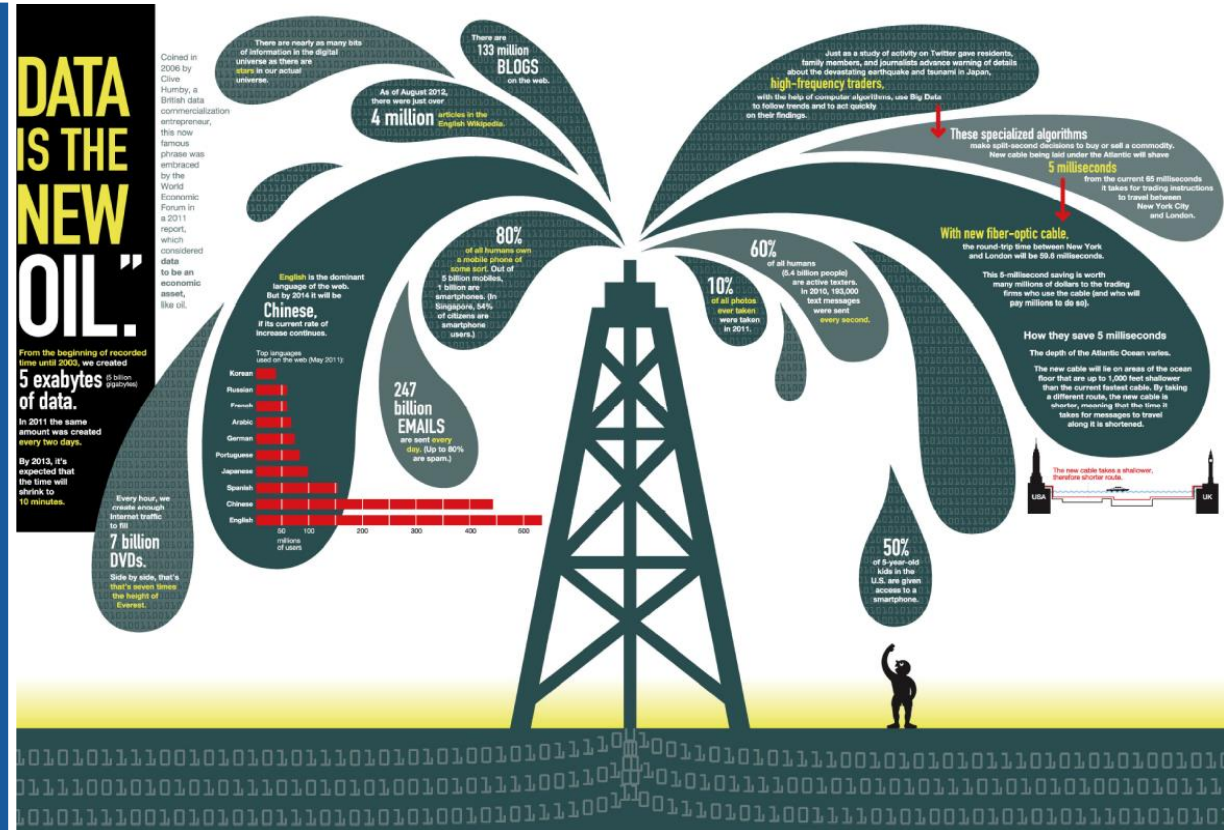
Volume



Velocity



Veracity

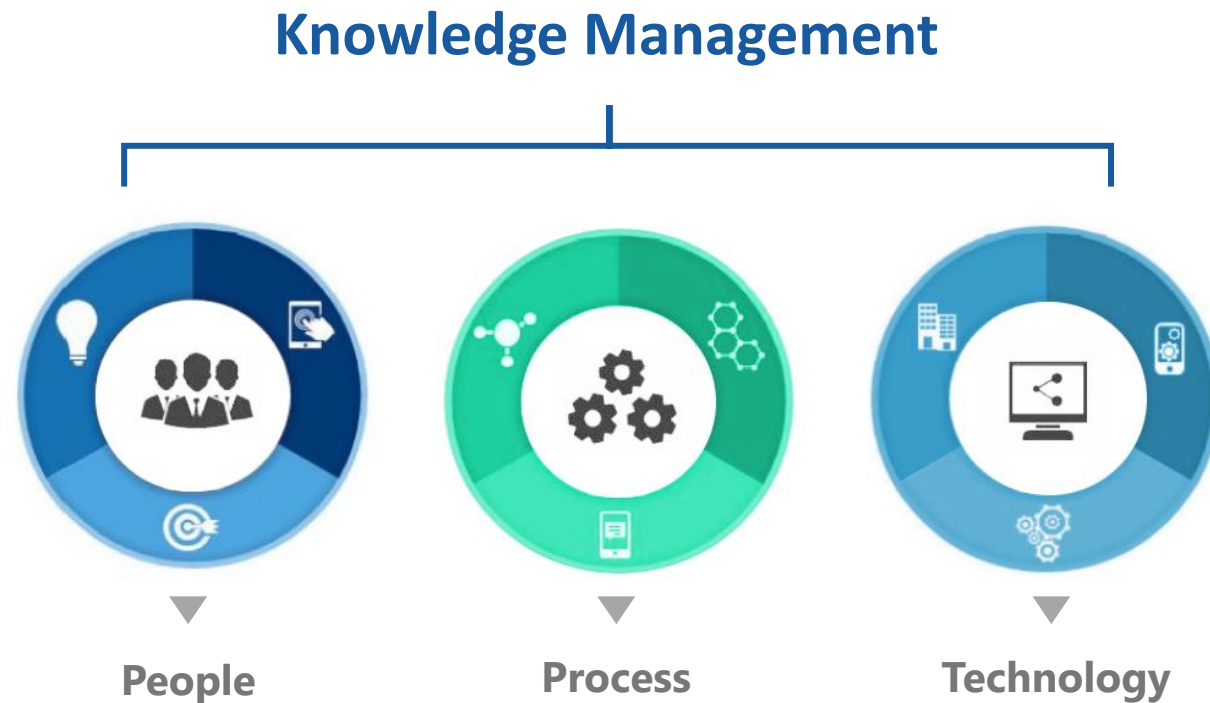


Knowledge is Power

From Knowledge Economy To Smart City



Knowledge Management (KM) is the Capability to harness knowledge across the enterprise to help make decisions























Why is KM more important now than ever before?

- ✓ Torrential growth of Data (volume and sources)
- ✓ Terrains (of businesses and governments) more complex and unpredictable
- ✓ Turnarounds for decision-making more Frentic (time and frequency)
- ✓ Thresholds to decision outcomes more Furious
- ✓ Tolerance levels by stakeholders more unForgiving

// Would **KM**-supported decisions made by the right authority or organization have led to very different outcomes? //



KM Actor-Flow Framework

		Knowledge Flow			
		 Capture	 Manage	 Share	 Find
Knowledge Actor	People				
	Process				
	Culture*				
	Technology				

Use Case #1



01| Dedicated SMEs across APAC seconded to Korea



02| Push-Pull collation of documentation from across APAC



03| Highly ingrained culture of Sharing & Collaboration



04| No system other than repo of Visio processes

Setting up an
Automotive Financing
Subsidiary in Korea



Use Case #2



01| Dedicated records officers for each Estate team



02| Disparate processes & outdated tagging; Lack coordination to prepare for due diligence



03| No culture of sharing and process rationalization



04| Knowledge management system in place

En-bloc sale of
Industry Estates



Use Case #3



01| Multi-disciplined teams mobilized



02| Adhoc haphazard processes; email archives & portable hard-disks brought along



03| Highly ingrained culture of Sharing & Collaboration

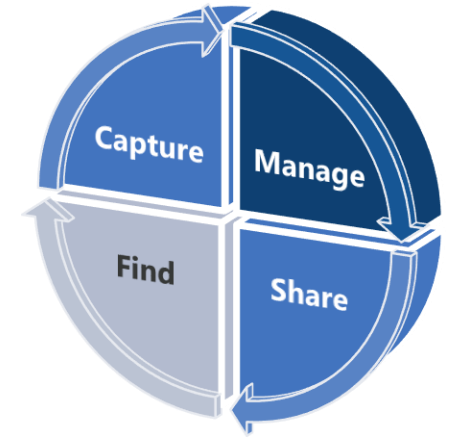


04| No purpose-built system in place

Bi-Lateral Meetings & M&A Due Diligence



People | Front & Centre



Sponsor(s):

To constantly walk the talk, demonstrate how Knowledge with Understanding is Power and derive Business Outcomes



Organization:

To define, implement and manage the "system" of knowledge actor-flow framework in the company



Champion(s):

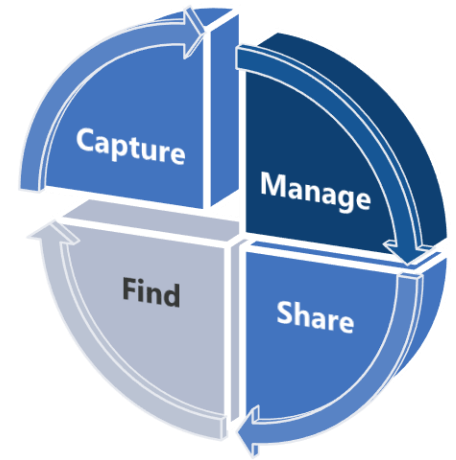
To be process-owners or SMEs to catalyze and maintain the flow



Everyone:

To learn and put to ongoing practice their respective roles to Capture, Manage, Share and Find knowledge

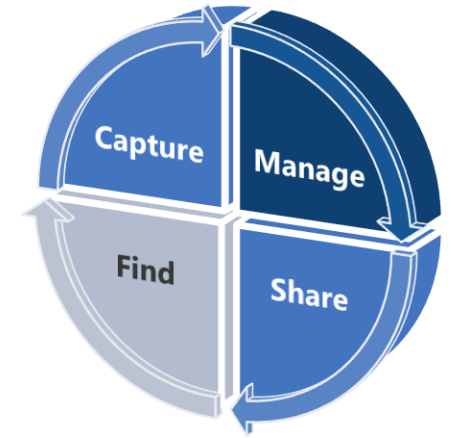
Process | Taxonomy



Core to KM is an ontology of Business Information Classification

1. Get it Right (almost), but more important to evolve and keep it Updated
2. A centralized or de-centralized Taxonomy Governance team
3. Ongoing review of what is good, and what is not
4. Ongoing change programme

Culture | Live & Grow it



Leaders:

- People determine Culture
- Leaders imbue and encourage Behaviours & Culture
- Walk the Talk



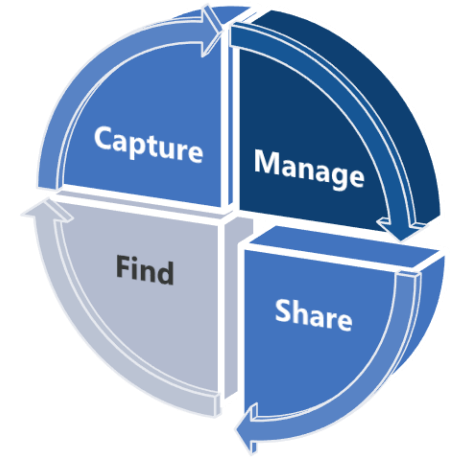
Technology



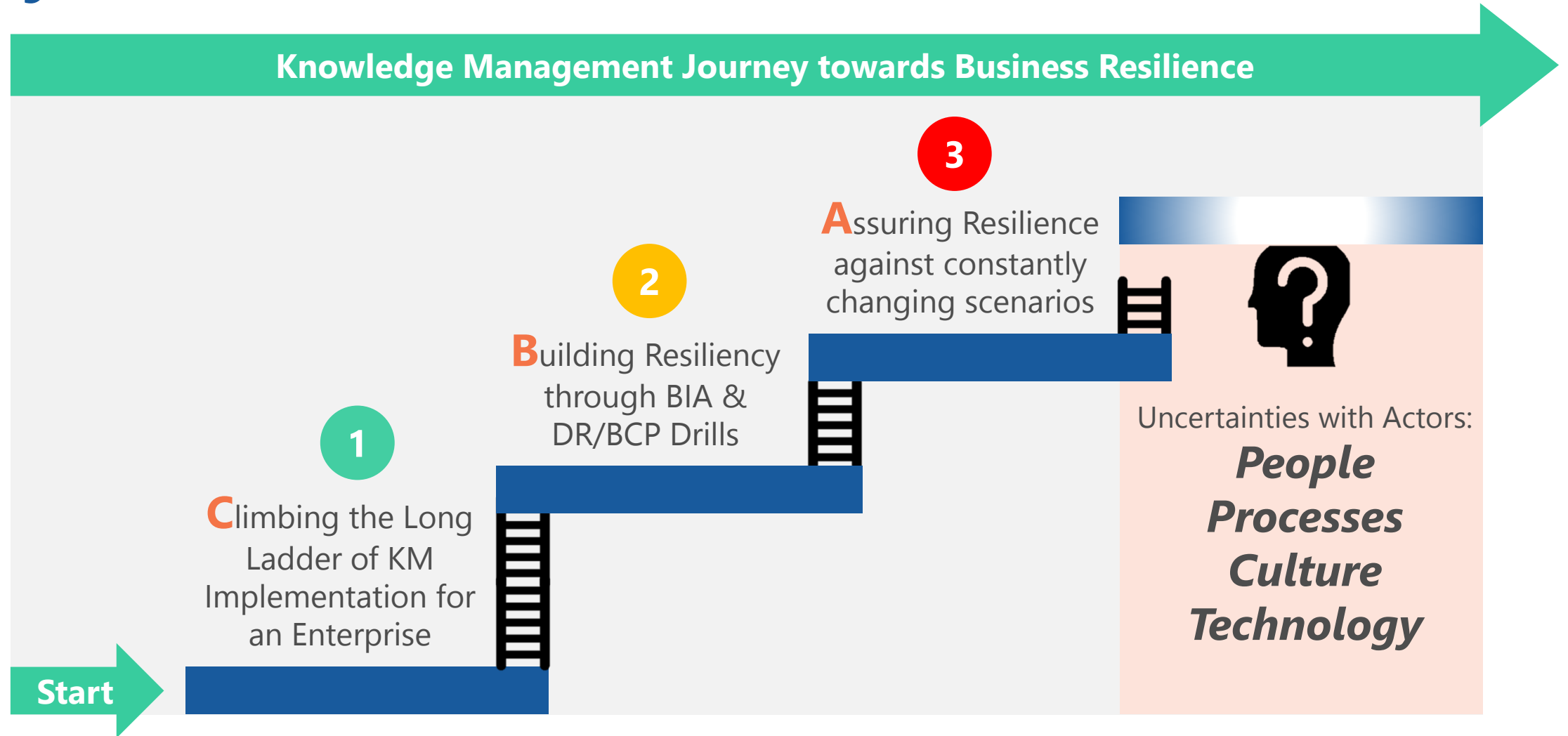
Knowledge Repositories

1. Intranet & Content Management Systems
2. Document & Record Management Systems
3. Customer Relationship Systems
4. Data and Visualization Systems
5. Blogs

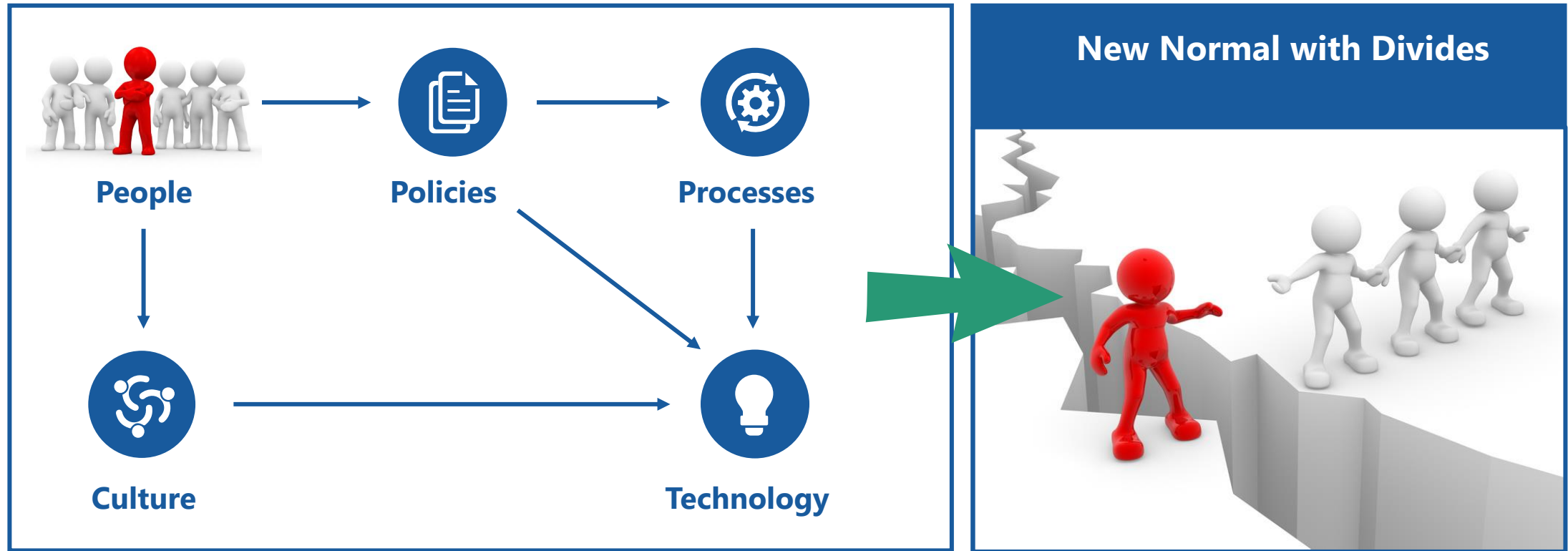
And these can reside On-Prem or Off-Prem in Public Clouds or even Public Domains



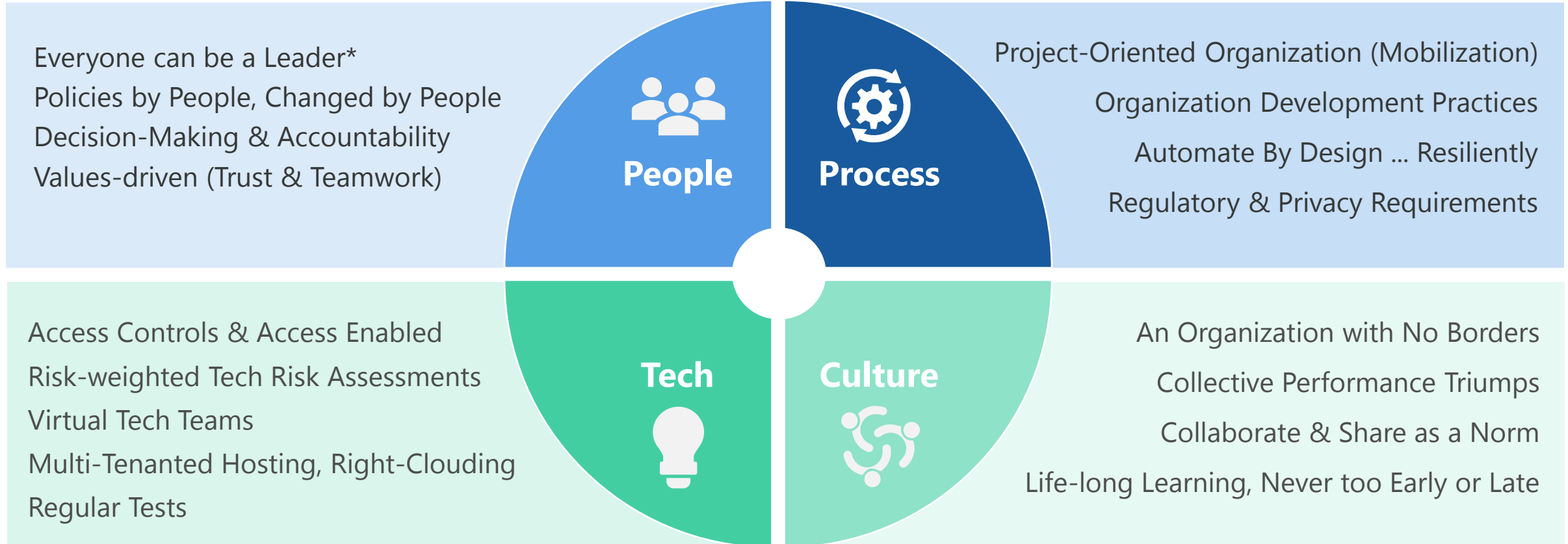
Beyond Masks & Vaccines for Business Resilience



From BAU To Crisis Mode



Knowledge Management| **New Normal**



Summary| The Next Shift

- ★ A **Crisis or Pandemic** situation disrupts all information stores and flows just when important **Decisions** have to be made
- ★ Ability to execute **Business Continuity** successfully calls for a good **Knowledge Management** (KM) practice to support **Decision Making**
- ★ **Build Today** so that we are more **Ready Tomorrow**
- ★ We cannot use **Yesterday's Solutions to solve Today's Problems**, and we cannot use **Today's Approaches to create Tomorrow's Opportunities**
- ★ **Resilience in a KM practice** calls for rethinking and retooling in **People, Process, Culture and Technology**

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໝາຍຈຸດນັ້ນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem

धन्यवाद