

Governance for KM & KO

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ISKO Panel (26 May 2017)

Governance refers to the coordination that needs to happen to achieve strategic goals, and typically has the following elements:

| | |
|--|---|
| 1. direction through strategies, policies and procedures | - Knowledge Audit (and other tools) - KM strategy alignment to business |
| 2. delegation of authorities (and decision making power) through formal roles and responsibilities | - CKO & core team - Knowledge Managers (departmental) - CEO / COO – sponsors & role models |
| 3. measurement and accountability for results | - Every KM project to have KPI & PIC - CKO & core team to be “KM doctors” |
| 4. mitigation of risk (to strategic outcomes) through steps and protocols | - Risk Matrix, Stick to KM Alignment Table - Change Management Strategies (Lewin, ADKAR, Kotter) |

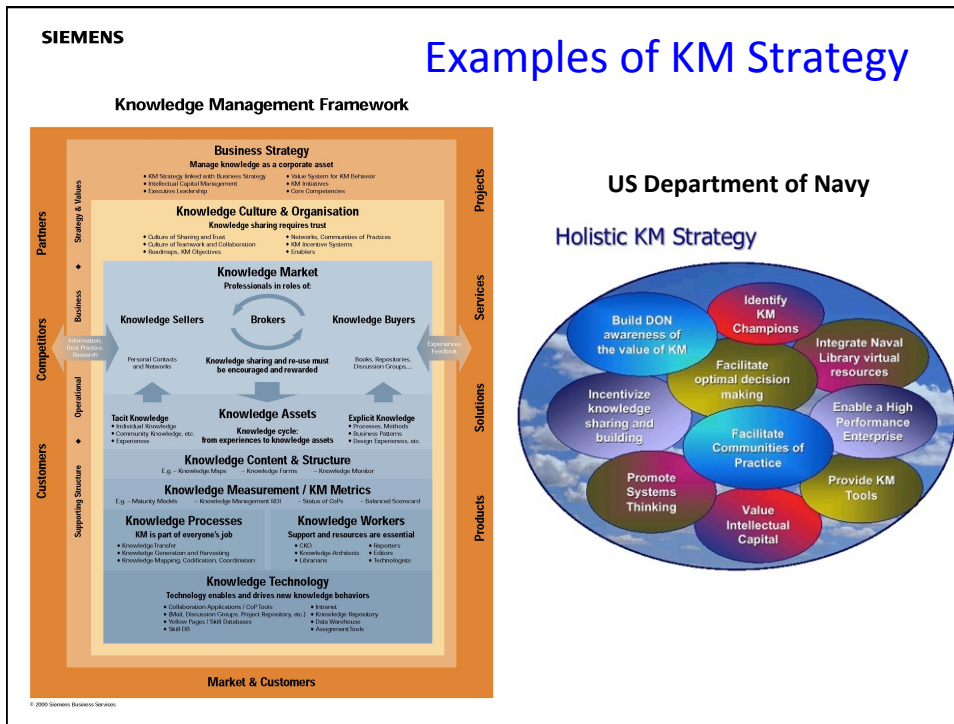
Knowledge Management Practice

Four key components:

1. Technology & Tools
2. Process & Method
3. Organization & Environment
- 4. Strategy – the most important**

How to formulate a KM Strategy

- Step 1: Be au fait with principles & tools of KM
- Step 2: Understand the company's business strategy
- Step 3: Internalize the Business KPI's
- Step 4: Do a knowledge audit
- Step 5: Formulate the KM Vision & Strategy
- Step 6: Link KM Strategy to Business Drivers
- Step 7: Define & Track KM metrics
- Step 8: Anchor Change



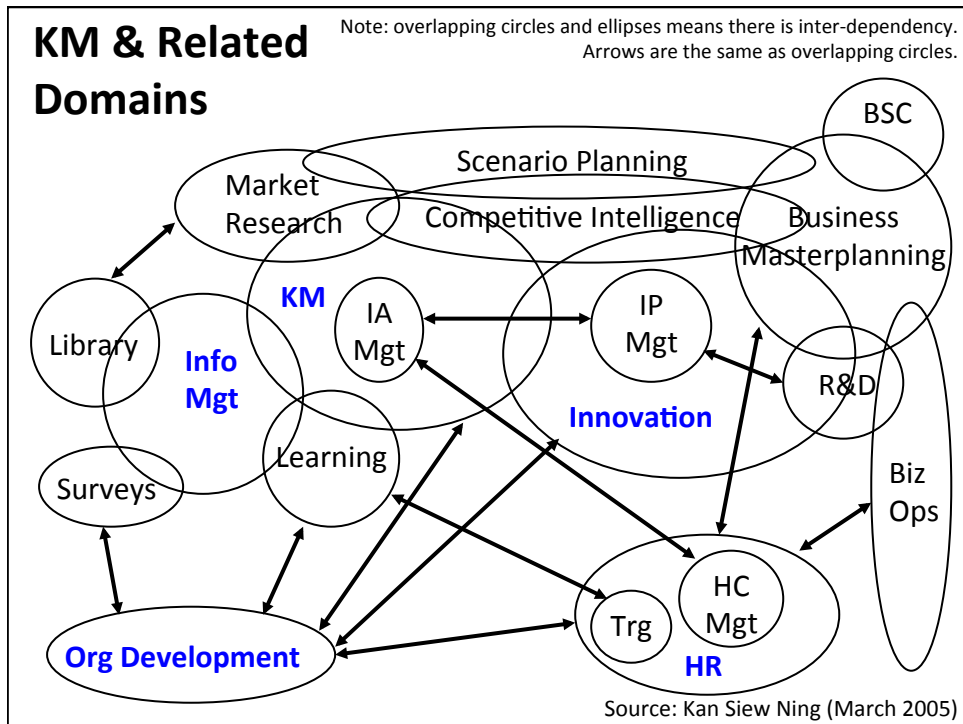
KM Strategy cannot be “photocopied”
 NTUC Fairprice cannot use exactly the same KM strategy that Cold Storage uses. >>> WHY?

KM Alignment Table – Format

| KEY ACTIVITIES OF K STRATEGY | KEY OBJECTIVES OF K STRATEGY | KEY OUTCOMES OF K STRATEGY | STRATEGIC DRIVERS OF THE BUSINESS |
|------------------------------|------------------------------|----------------------------|-----------------------------------|
| | | | |
| | | | |
| | | | |
| | | | |

KM Alignment Table: Child Care Center

| KEY ACTIVITIES OF K STRATEGY | KEY OBJECTIVES OF K STRATEGY | KEY OUTCOMES OF K STRATEGY | STRATEGIC DRIVERS OF BIZ |
|--|---|--|--------------------------|
| Storytelling by experienced staff to newbies | Staff always vigilant of children in high risk | Lower accident rates within premises | CHILD SAFETY |
| Send staff for training | Staff able to identify symptoms and react to it (e.g. HFMD) | Reduce chance of spreading diseases / illness between children | CHILD SAFETY |
| Organize educational trips to the zoo | Expose child to various types of animals | Children learn to identify animals | CHILD DEVELOPMENT |
| Organize group activities to up interaction | Expose child to situations that require interaction | Child is able to communicate effectively | CHILD DEVELOPMENT |
| Install CCTV cameras with Internet link | Parents can observe children from home, office | Parents not worried about (sick) child at childcare | CUSTOMER SATISFACTION |



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**Practical
Knowledge Management**

Siew Ning KAN

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Acronyms

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