Rapid Deployment of A Knowledge Base on COVID-19 Safe Operations in MAS for Staff and Other Stakeholders

ISKO Panel Discussion Session
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MAS
COVID-19
Safe Ops
People + Process

To facilitate and enable quick response:

• Governance framework and RACI model
• Regular reporting and meetings
Stay Safe, Stay Connected, Stay Positive with COVID Hub
your one-stop COVID-19 related information and resource site

Internal Updates

Examples
• Tips for Faster Access to SafeEntry
• Hackers Plan Phishing Attack on Singapore

• Phase 2 Precautionary Measures Update
• Enabling Business Continuity During Split Operations and WFH

Employee Resources

Examples
• Safety Management Measures (SMM)
• SMM Guidelines for Vendors
• SafeEntry Procedures
• Safe Distancing Measures

• Covid Testing
• Transport Arrangements
• TraceTogether App
• Tips on Temperature Taking
• WFH Arrangements

Weekly Team Schedule

Team A: 27-31 Jul | 10-14 Aug | 24-28 Aug
Team B: 3-7 Aug | 17-21 Aug

Quicklinks

IT Clinic, Tools & Tips
Health Declaration Form
FAQs
HR Notification Form
MAS SOP
Visitor Declaration Form
Functions of COVID Hub
Knowledge Organisation during Crisis

- Reduce info scatter, cost of info gathering & sharing
- Improve search-ability & enhance visibility of knowledge (an interim solution before the new taxonomy & search are available)
- Provide processes, standards & infrastructure to better manage entire info life cycle (capture, file, share, find, use, archive)
- Parity with new intranet for smooth transition (e.g. use same categories, structure)
Collaboration during Crisis

- Facilitate cross-dept knowledge exchanges to deliver timely responses/innovative solutions
- Build a knowledge sharing culture
- Build meaningful and sustainable partnerships
- Hub & Spoke model – KMD partnering with Business Lines and Horizontal Depts
Learning & Sharing during Crisis

- Facilitate knowledge integration and application to effectively sense, interpret and respond to rapid environment changes & shifting priorities (agile & responsive)
- Ultimate test of success is to empower business insights and to innovate
- Not just learn and share internally, but with other institutions as well to develop/enhance crisis management model
Communication during Crisis

- Facilitate clear communications & efficient flow of info
- Prevent info overload
- Provide standards, guidelines, protocols, policies, notifications, updates during crisis
- WFH - engage staff & provide support (including emotional well-being)
Saving, searching and sharing information is easy
Questions?