Doing KM for a distributed and remote workforce

Shaharudin Mohd Ishak
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Promoting international trade and partnering Singapore companies to go global

Now known as Enterprise Singapore
(Merged with Spring Singapore in April 2018)
IE Singapore’s global network

More than 35 offices worldwide

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- Frankfurt
- Istanbul
- London
- Moscow

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- Accra
- Abu Dhabi
- Dubai
- Johannesburg
- Riyadh

CHINA
- North China
- Beijing
- Dalian
- Qingdao
- South China
- Guangzhou
- Wuhan
- East China
- Shanghai
- West China
- Chengdu
- Chongqing
- Xian

SOUTHEAST ASIA
- Bangkok
- Hanoi
- Ho Chi Minh City
- Jakarta
- Kuala Lumpur
- Manila
- Surabaya
- Yangon

SOUTH ASIA
- Chennai
- Mumbai
- New Delhi

NORTH ASIA & PACIFIC
- Seoul
- Sydney
- Taipei
- Tokyo

AMERICAS
- Los Angeles
- Mexico City
- New York
- São Paulo
IE provides assistance to grow Singapore companies at various stages of internationalisation

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Factors influencing the success of KM for a distributed workforce

1. **Infrastructure**
   - Secure connection eg. VPN
   - Performance (Speed and availability)
   - Supports mobility

2. **Access to Content**
   - KM systems
   - Business applications
   - Server/client or Virtual desktop

3. **Collaboration Platform**
   - Inter-agency
   - Inter-department
   - Project team

4. **Establish Contribution Process**
   - Key documents > KM systems
   - Key information > Business app.
   - Key emails > KM systems

5. **Communication**
   - On-boarding
   - Change management
   - Coordination

6. **KM Team**
   - Manages all global-related op.
   - Always design with “global” in mind.

**PRINCIPLE**
Able to work anytime and anywhere.
COVID-19: Challenges to the success of KM for a distributed workforce

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PRINCIPLE
Able to work anytime and anywhere.

How do teams manage online product co-creation?
How to make it discoverable and relevant?
How do we minimise “virtual shoulder taps”?
What new knowledge do employees need?
What new capabilities do KM team need to acquire?
The End