

ISKO Singapore – The Value of National Knowledge Management Policy and Strategy – 8 August 2023

Edited chat transcript

Sue: In the health sector, the knowledge base moves rapidly, and KM and digital advances are central

Patrick: Sue.. this is not unique to health, but the speed of knowledge is a very important factor to consider - i.e. balancing internal knowledge coping, and broader knowledge collaborations

Sue: Indeed not. However, in England healthcare accounts for 11.3% gross domestic product (GDP) (at 2022) and therefore the impact of KM can be significant. KM has to develop public health information as well as clinical evidence - and support community, place-based developments - and there is a global workforce challenge.

DR GK Makau: The real issue is to be able to generate and share knowledge as much as possible for the benefits of society both locally and globally... but securely so that it only reaches the folks who can benefit most from the same. How do we secure it then?

Sue: Totally agree; national strategy is the goal. Knowledge exchange and cross-sectoral collaboration remains critical as we edge towards gaining support for that from policy makers

Patrick: Sectoral and national KM need specific focus and resourcing, they will not flow naturally from organisational KM without this resourcing.

Sue: This also requires some attention to investment in workforce - identifying, shaping, managing, the workforce / KM talent supply line as part of national policy.

Patrick: Kenya National KM Policy available at <https://repository.kippira.or.ke/bitstream/handle/123456789/3087/Knowledge%20Mgmt%20Policy.pdf?sequence=3&isAllowed=y>

DR GK Makau: With ICT in form of eGovernment systems which have been adopted in government of Kenya today, I think knowledge of aging and retiring workforce can be captured and kept in government databases for future young generation public service staff to pick up at higher notch to make public service more efficient and innovative at faster rates than ever before.

Patrick: Bear in mind that aging and retiring workforce can sometimes be an issue of knowledge loss, but it can also remove barriers to innovation and new ways of operating.

Priscillah: Is there a clear pathway of how KM repositories collaborate with other institutions and platforms to promote capacity development, research and academia that will enable open access to people who need this knowledge?

Moses: This should be part of a complementary KM strategy, and there may be norms and standards developed to support this.

Patrick: Example of KM Experimentation Fund in Singapore run for a limited period to encourage agencies to try out innovative KM approaches - both IT and people based.

Sue: Do you see the professional facilitation and overall evaluation sitting in the same place?

Waltraut: Without democracy you can't have a knowledge based economy - without it, there is no participation, or channels to participate.

Patrick: In wartime we see occupiers deliberately seeking to break the institutions and cultural heritage that provide the channels for participation and expression in a self determined society.

Viktoriia: I can confirm: in our war, Russia is purposefully destroying archives and looting museums in occupied territory.

Patrick: Yes I was thinking explicitly about that

Sue: Some of you may have already read Richard Ovenden on Burning the Books  
<https://www.amazon.com/Burning-Books-Deliberate-Destruction-Knowledge/dp/0674241207>

Sepideh Ciruskabiri: There is a huge gap in KM policy, without the insight of the important of knowledge accessibility. Especial without communications infrastructure.

Waltraut: <https://link.europarl.europa.eu/portal/Nico-Stehr-Pioneer-in-the-Theory-of-Society-and/88u6jZWr2Io/>

Waltraut: Finland don't speak about a National Knowledge Policy they have a Future Council and Future Policy, and knowledge based economy matters are considered there.

Edgar: That reminds me of Wales' Office of the Future Generations Commissioner - <https://www.futuregenerations.wales/>

Patrick: Each country will have its own priorities - does it focus its energy on dealing with knowledge challenges of the present, to act cohesively, or does it focus its energy on building capacity for the future? How do they determine the balance between the two?