



Monetary Authority
of Singapore



KNOWLEDGE
MANAGEMENT

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

ISKO Panel Discussion Session

21 August 2020

Presented by Eileen Tan (DD, KM Division, MAS)

MAS
COVID-19
Safe Ops



People + Process

To facilitate and enable quick response:

- Governance framework and RACI model
- Regular reporting and meetings



MAS
COVID Hub



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

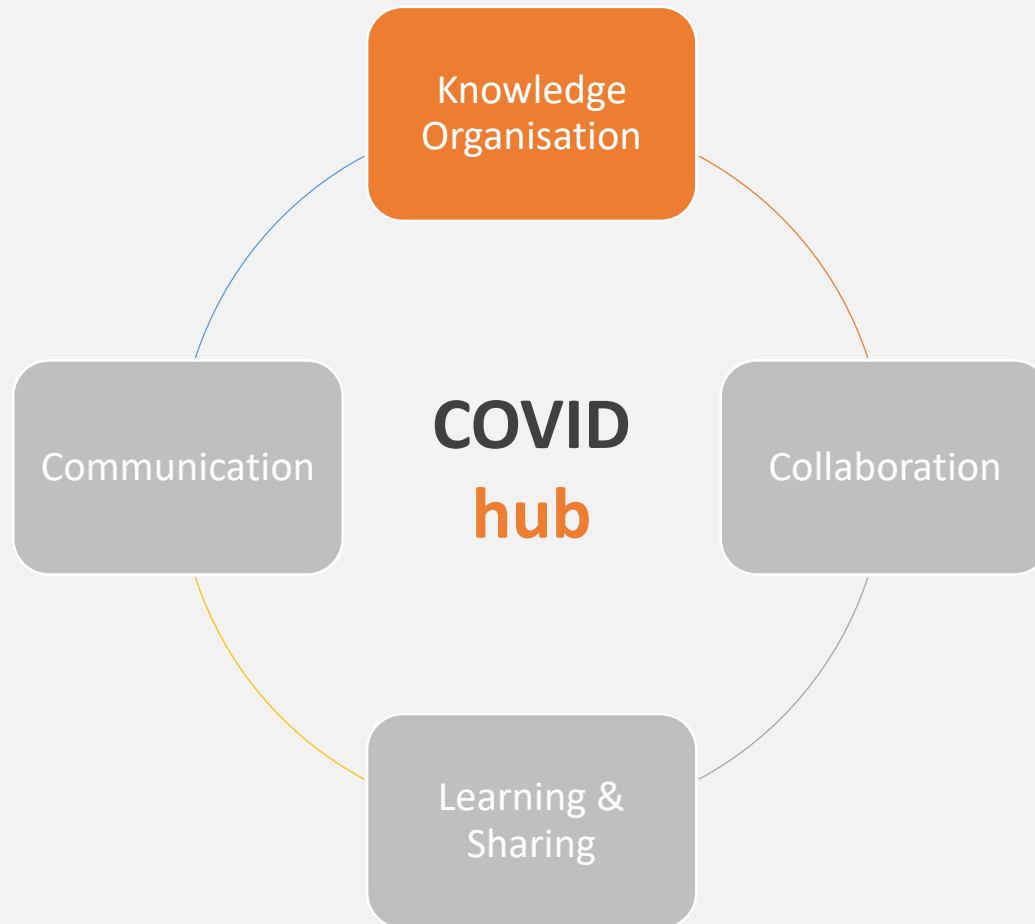


Visitor Declaration
Form

Functions of COVID Hub

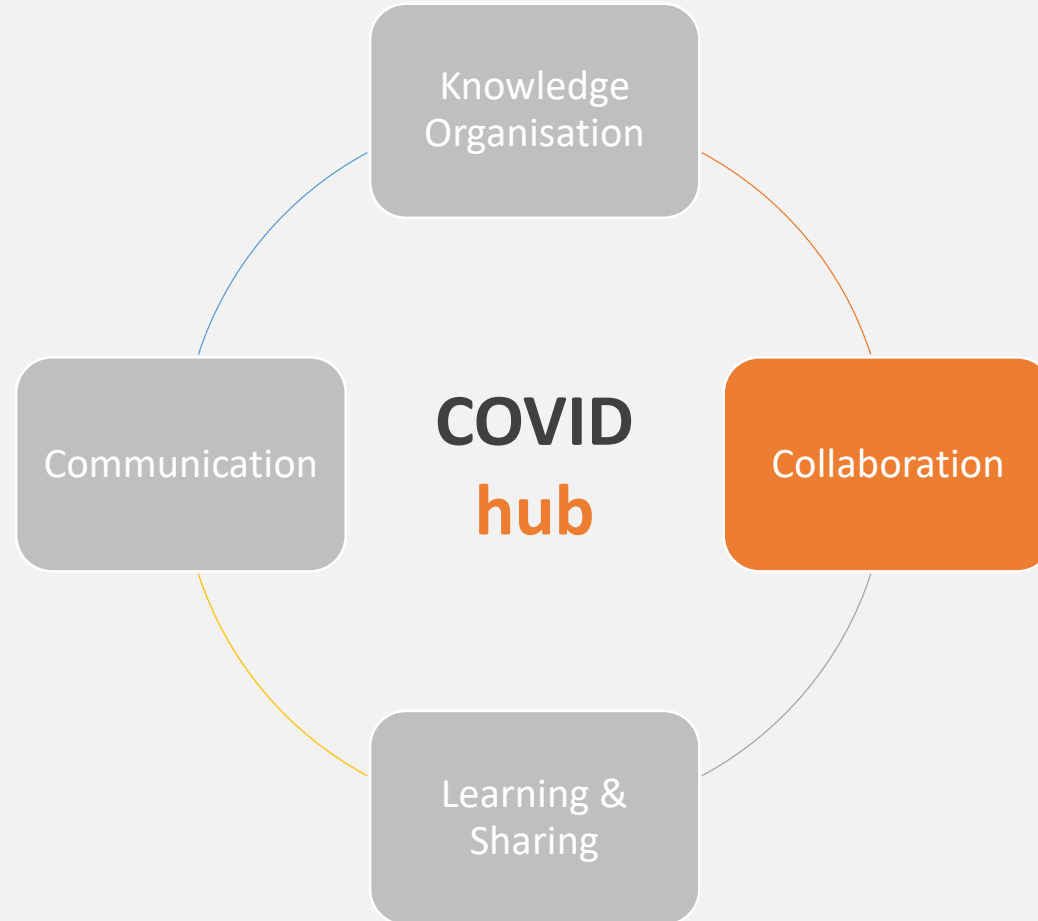


Knowledge Organisation during Crisis



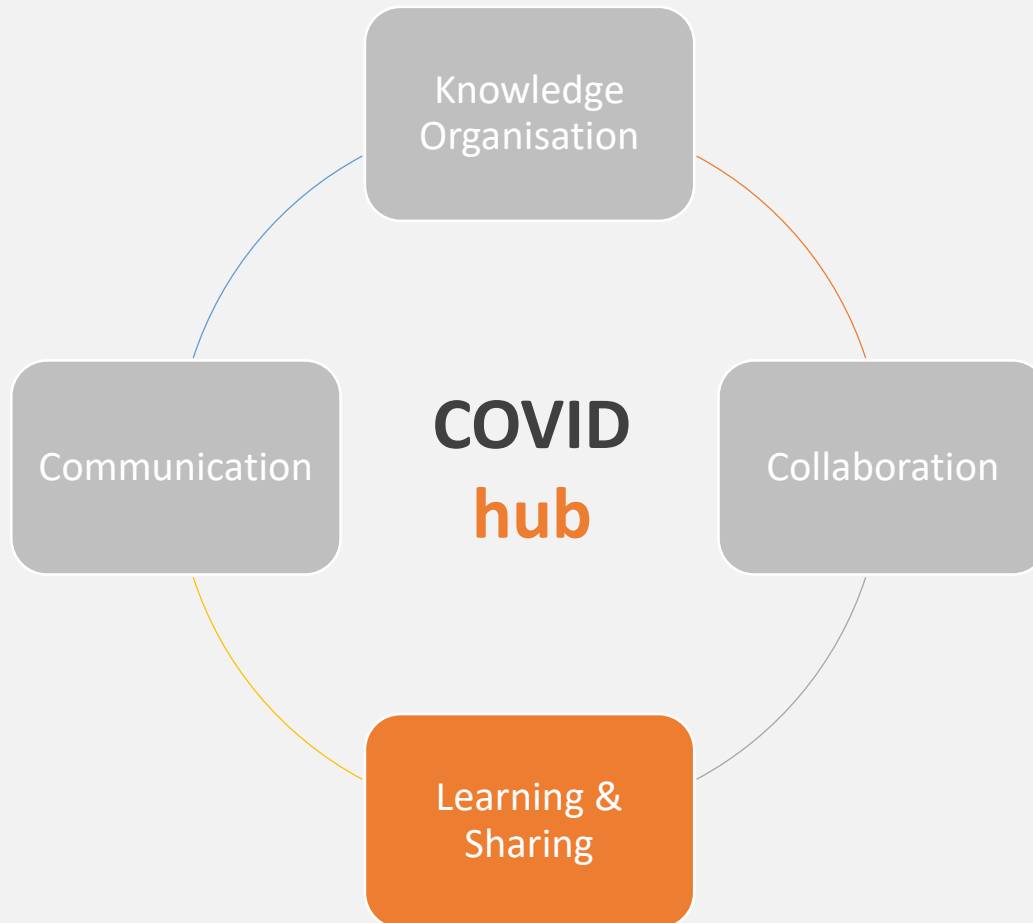
- Reduce info scatter, cost of info gathering & sharing
- Improve search-ability & enhance visibility of knowledge (an interim solution before the new taxonomy & search are available)
- Provide processes, standards & infrastructure to better manage entire info life cycle (capture, file, share, find,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

Collaboration during Crisis



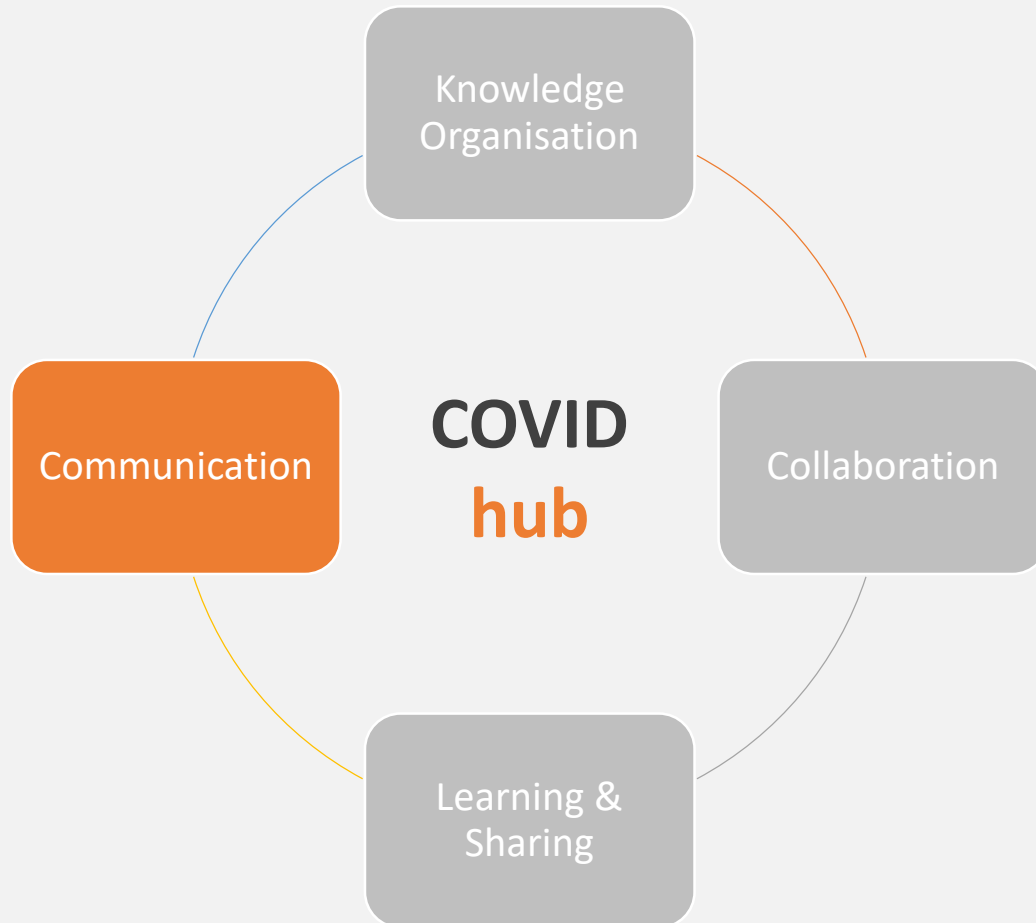
- Facilitate cross-dept knowledge exchanges to deliver timely responses/ innovative solutions
- Build a knowledge sharing culture
- Build meaningful and sustainable partnerships
- Hub & Spoke model – KMD partnering with Business Lines and Horizontal Depts

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)



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**KNOWLEDGE
MANAGEMENT**

a division under the Enterprise Knowledge Department

**Saving, searching and sharing
information is easy**

Questions?
