

Doing KM for a distributed and remote workforce

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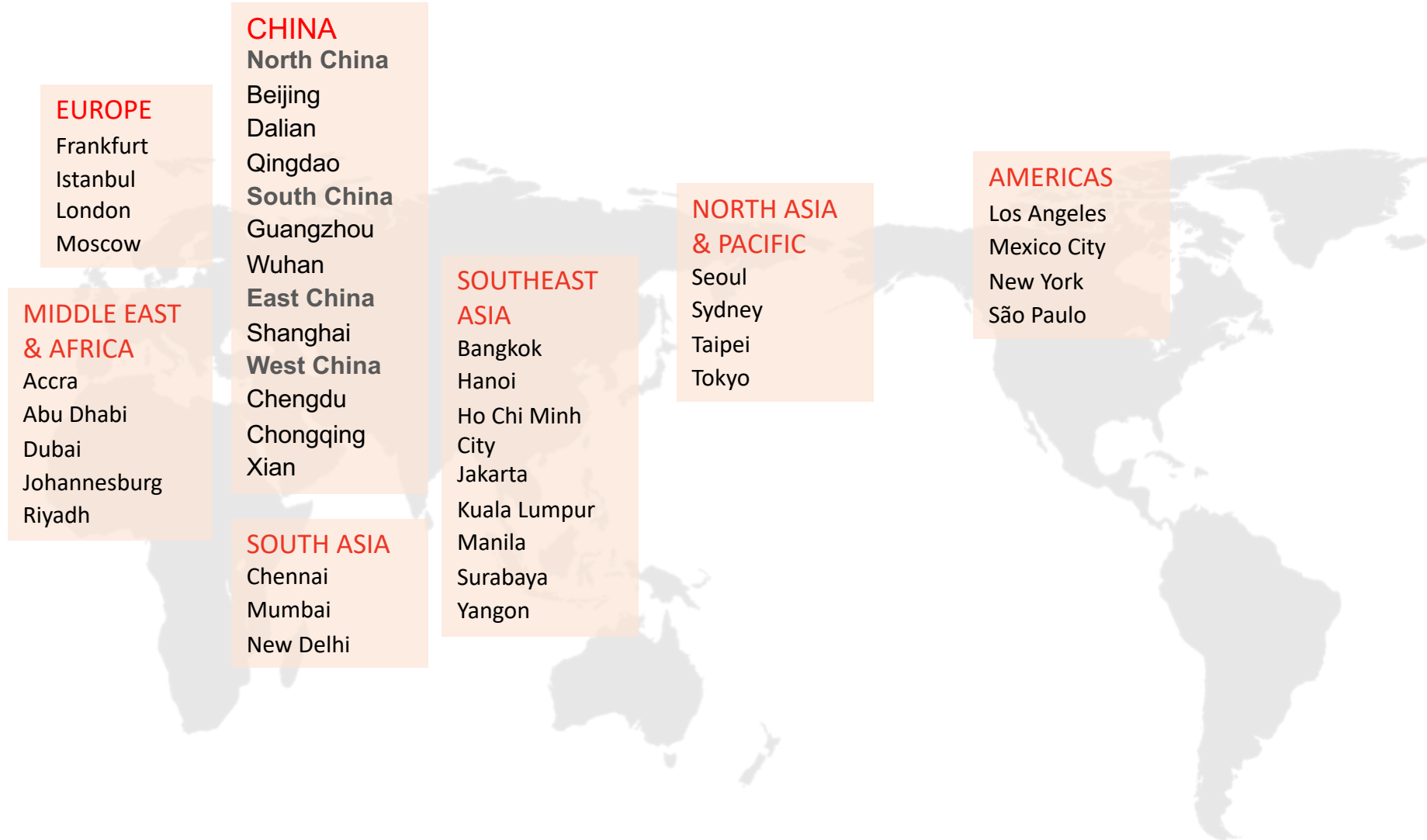


Promoting international trade and
partnering Singapore companies
to go global

Now known as Enterprise Singapore
(Merged with Spring Singapore in April 2018)

IE Singapore's global network

More than 35 offices worldwide



IE provides assistance to grow Singapore companies at various stages of internationalisation

FINANCIAL ASSISTANCE



Tax Incentives



Grants



Access to Loans and Capital



Global-ready Talent Programmes



Trade Talent



Infrastructure Talent

NON-FINANCIAL ASSISTANCE



Knowledge Resources

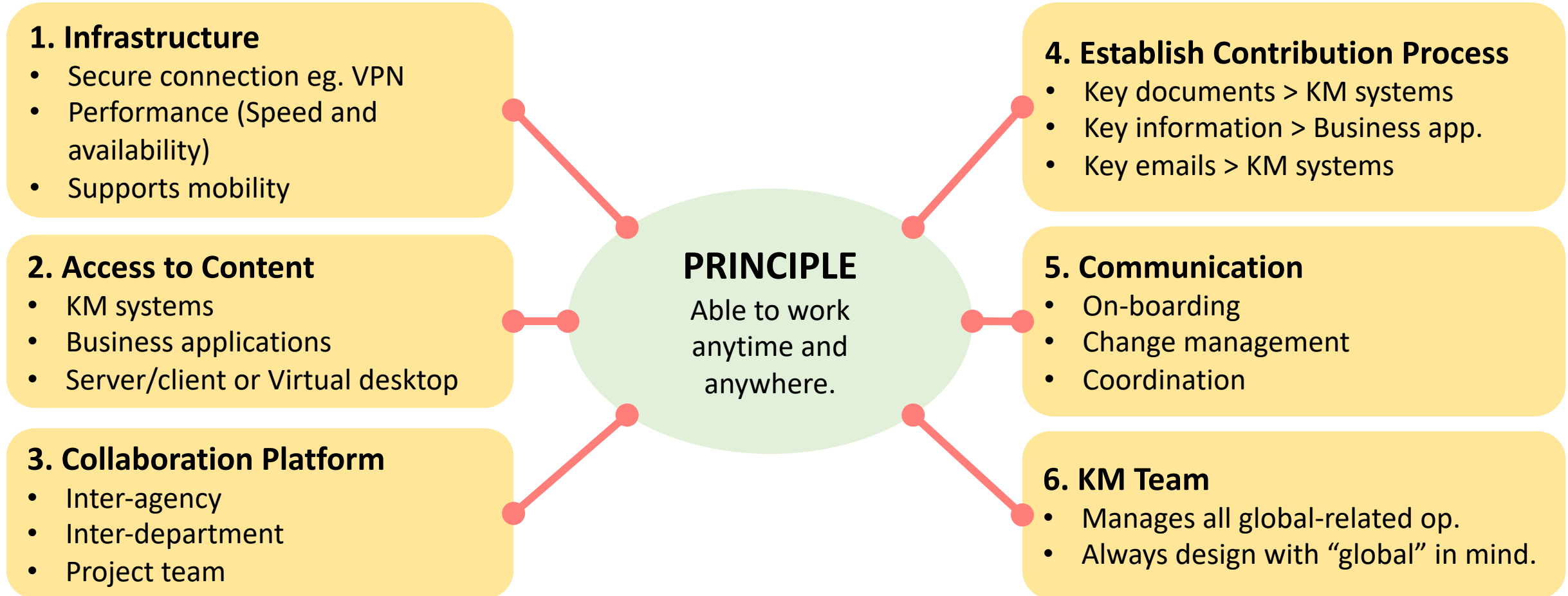


Learning and Networking



Market Access

Factors influencing the success of KM for a distributed workforce



COVID-19: Challenges to 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

How to make it discoverable and relevant?

3. Collaboration Platform

- Inter-agency
- Inter-department
- Project to

How do teams manage online product co-creation?

PRINCIPLE

Able to work anytime and anywhere.

4. Establish Contribution Process

- Key documents > KM systems
- Key i
- Key e

How do we minimise “virtual shoulder taps”?

5. Communication

- On-boarding
- Chan
- Coord

What new knowledge do employees need?

6. KM Team

- Manages all global-related op. “ in mind.

What new capabilities do KM team need to acquire?

The End