REINVENTING THE WEBSITE

THE IKMS RENEWAL

Presented by Lai Pei Hsien, Louise (iKMS EXCO)
KM Singapore 2014, Day 1 - 1 Oct 2014
OVERVIEW / AGENDA

Part 1: About iKMS

Part 2: The role of technology (Sharepoint) in achieving iKMS mission

Part 3: Hands On Experience (30 mins)
PART I

ABOUT IKMS
BACKGROUND

2000-2005
Academia

2006-2012
Practitioners

2013 -2016
Outreach

Dr. Sulaiman Hawamdeh
Founder & iKMS President (2001-2002)

Patrick Lambe

Kan Siew Ning
iKMS President (2005-2006)

Karuna Ramanathan
iKMS President (Present)

Ng Kok Chuan
iKMS President (2009-2010)

Edgar Tan
iKMS President (2011-2012)
WHO WE ARE?

- Non-profit organisation
- Governed by iKMS Constitution
- Generate revenue through membership subscription
- Executive Committee (elected for 2 years term at alternate AGM) (President, 2 VP, 1 Secretary, 1 Treasury, 9 members)

EXCO 2013-2014

[Image of EXCO members]
OUR MEMBERS

Total number of members (2014) : 150 (increased by 10%)

- Student: 3%
- Individual: 84%
- Corporate: 12%
- Commercial (new): 0.6%

Number of Corporate members:
- Government: 76%
- Private: 24%
OUR MEMBERS

Corporate members:

Commercial members:
WHAT DO WE DO?

- Shape the future of KM in Singapore
- Provide KM Resources
- Organise KM Activities
- Increase participation and membership
- Provide administrative Support
OUR MISSION (2013-2016)

To increase the awareness, understanding and application of information and knowledge strategies, knowledge management systems, processes and practices, so as to strengthen learning, productivity and innovation in organisations in Singapore.
# IKMS ROADMAP & MILESTONES

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<th>Resources</th>
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<td>E-Newsletter (blog)</td>
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<td>KM Special Report</td>
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<td>Quarterly Newsletter</td>
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<td>KM Excellence Awards</td>
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<td>WDA-KM Competency Framework</td>
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<td>KM Practices from Global Network’s Partners</td>
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<td>KM Clinic/ Eventing Talk</td>
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<td>Masterclasses</td>
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<td>AGM</td>
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<td>KMGN 2013</td>
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<td>Sharepoint – Revamped Website</td>
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<td>iKMS Intranet Doc Portal</td>
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<td>Revamped KMSG13</td>
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<td>Revamped Social Media</td>
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REVAMPING WEBSITE

THE ROLE OF TECHNOLOGY (MS.SHAREPOINT) IN ACHIEVING IKMS MISSION
## Overview of IKMS Knowledge Assets

### KM Global Network
- Final & Draft MOU
- Discussion thread
- Meeting and discussion notes
- Club’s Reps and Contact
- Club’s logo
- Shared resources
- Collaboration proposal

### GLOBE/KM Special Report
- Draft and final articles
- Editor & Author’s contact info
- Potential writers contact
- Draft and final design artwork
- Agreements
- Discussion

### KMSG/Master classes
- Event Planning Documents
- Event management SOPs
- Logo and banner and other designs artwork
- Feedback form and responses
- Participant Contact
- Speakers contact
- Attendance list
- Proposal, quotation and invoices

### Competency Framework
- Discussion/meeting notes
- Collaboration proposal
- Competency documents

### Administrative
- AGM Meeting Documents
- Membership Database
- Membership contact
- Account management documents for website, membership, social media
- Technical handbook
OUR REQUIREMENTS (TECHNOLOGY SOLUTION)

- Membership Management
- Event Management
- Document Management (iKMS EXCO)
- Publishing & Collaboration Site (members)
- KMSG Publishing & Collaboration (Conference Participants)
- Newsletters Blog (Conference Participants)

Access Right to different groups of members/partners

- EXCO
- Members
- Event Participants
- Global Network Partners
TECHNOLOGY PLATFORM

2008-2013

Wild Apricot
- Membership Management
- Event Management
- Publishing Site

Word Press
- KMSG

2014

Wild Apricot
- Membership Management
- Event Management

MS SharePoint
- Document Management (iKMS EXCO)
- Publishing Site
- Collaboration site
- Newsletters Blog

KMSG

Publishing Site
WHY SHAREPOINT FOUNDATION 2013?

- **Publishing Features**
  - User-friendlier Formatting

- **Document Management**
  - Versioning & Check-in & Check-Out

- **Email Management**
  - Outlook connectivity

- **Collaboration Features**
  - Blog, Survey

- **Permission Management**
  - Document level, Item Level

- **Sub-site management**
  - Website, Intranet, KMSG, GLOBE

- **User Licence**
  - 10,000 users++ (FREE)

- **Commonly Used Enterprise tools**
  - Widely used in Government Agencies
DEVELOPMENT PROCESS & TIMELINE

Requirements
• Review existing platform

Information Architecture
• Knowledge assets
• Re-organise (Editing)

Configuration
• Out-of-box features

Migration
• Archive old info
• manual process

GO Live
• Account creation
• Email notification

2 June 2014
Feb 2014
Mar 2014
Apr- May 2014

4 months
IKMS WEBSITE (HOMEPAGE) - CONTINUED

**Tell Us Your Feedback**

- **Respond to this Survey**

1. Rate the KM Topics according to your interest

   - KM Leadership and Culture
     - (%): Low, Average, High
     - 0, 1, 2, 3

   - KM Policy & Strategy
     - (%): Low, Average, High
     - 0, 1, 2, 3

   - KM System & Technology
     - (%): Low, Average, High
     - 0, 1, 2, 3

   - KM Processes & Workflow
     - (%): Low, Average, High
     - 0, 1, 2, 3

   - KM Measurement & Benchmarking
     - (%): Low, Average, High
     - 0, 1, 2, 3

   - KM & Social Media
     - (%): Low, Average, High
     - 0, 1, 2, 3

   - KM Practices (e.g. COP, storytelling, etc)
     - (%): Low, Average, High
     - 0, 1, 2, 3

Total: 3

**Discussion Forum**

- **Have a Question?**

  - **new discussion**

    - **Recent**
    - **My discussions**
    - **Unanswered questions**

    - **Storytelling**
      - By Lai Fai Hsen | April 21

    - **KM Technology**
      - By Lai Fai Hsen | April 21

    - **KM Issues and Challenges**
      - Share any KM-related issues and challenges here.
      - By Lai Fai Hsen | April 21
iKMS started as a KM interest group, meeting and discussing KM matters in Singapore in late 1999.

By 2000, interest was growing so rapidly that the founding committee, chaired by Dr Suliman Hamed, decided to register a society. In January 2001, iKMS was officially born.

iKMS has an inclusive, practitioner-focused perspective grounded in solid research. We bring together trends, ideas and best practices in KM, from practitioners, academics and regional opinion leaders. This has grown the membership base with the entry of commercial members since 2014. This has resulted in a lowering of the partition wall between academics and commercial providers in a unique way. The quarterly newsletter is value packed with lastest trends, ideas and best practices in KM, as iKMS continues with its signature annual conference, and boosts its regional membership base via Pacific, Europe and the Americas.

With our openness to collaboration and partnerships, we will continue to seek and develop links with other institutions and organisations.

iKMS Executive Committee 2013/2014

The iKMS Executive Committee is elected for a two-year term at alternate Annual General Meetings usually held in January or February of each year. The Executive Committee meets approximately four times per year to determine the programmes and activities of the Society and to make expenditure decisions in line with the expressed wishes of the members at the AGMs. The Executive Committee also forms working sub-committees to work on special projects for the Society. The President is the Chair of the General Meeting and the Executive Committee, and represents the Society in its dealings with external parties. View biographies of Executive Members.
## KM GLOBAL NETWORK (KMGN)

### KMGN Value Proposition

<table>
<thead>
<tr>
<th>Potential Benefit(s)</th>
<th>How</th>
<th>When</th>
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<tbody>
<tr>
<td><strong>Richness</strong></td>
<td>Website Links</td>
<td>Available</td>
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<tr>
<td>Materials and Resources available to members</td>
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<tr>
<td>of the respective societies</td>
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<tr>
<td><strong>Reach</strong></td>
<td>Discounted Events, Reference Introduction (Talks, Links)</td>
<td>2014</td>
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<tr>
<td>Networks and Experts within the respective</td>
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<tr>
<td>societies</td>
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<tr>
<td><strong>Relevance</strong></td>
<td>Shared &amp; Common Platform</td>
<td>2015 &amp; Beyond</td>
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<tr>
<td>Individuals &amp; organizations seeking information and knowledge to better operate in the other 3 countries</td>
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KMGN ON 16 MAY 2014

KM GLOBAL NETWORK 2014 (16 MAY)
SINGAPORE (iKMS). THAILAND (iKLUB). HONGKONG (HKKMS). AUSTRALIA (actKM)
BENEFITS

- Reciprocal read-access to online resources
- Special privilege to join events
- Network expert locator listing
- Full sponsorship of SME’s for key events
- Usage of IP within Network
- Cross-network collaboration on projects/initiatives
KMGN SUB-SITE (NEW!)

KM Global Network

Aristotle famous quote: “The Whole is greater than the sum of its parts” best sums up the motivation as well as the envisaged value behind establishing the KM Global Network. Just like the story on “Unity is Strength” where an old father demonstrated to his children the power of sticking together in order to harness the collective strengths of each other, the synergistic and collaborative nature of the KM Global Network provide the platform for practitioners and enthusiasts to unite and advocate KM for the betterment of the community as a whole. An added advantage is also to further accentuate the great work that the respective network entities have already accomplished. The KM Global Network is rooted in the free spirit of collaboration and sharing - in the forms of knowledge, experiences and innovative ideas - to achieve cross-fertilization among the multi-disciplines of KM. It is bounded by three key principles:

Sharing with No Boundary
The network promotes responsible sharing facilitated via both electronic and face-to-face channels, breaking down geographical and time barriers.

Learning from Everybody
The network promotes individual as well as collective learning among members in a respectful and cordial manner.

Collaborating with Expert Bodies
The network promotes collaboration among members, leveraging on individual as well as expert bodies embodied in the network. It is also the vision to continuously identify and grow the expert pool to serve its members and community.

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<tr>
<th>Reciprocal membership</th>
<th>Reciprocal read</th>
<th>Special privilege to join events</th>
<th>Usage of Intellectual Property (IP) within Network</th>
<th>Full sponsorship of Subject Matter Experts (SMEs) for key events</th>
<th>Cross-network collaboration on projects/initiatives</th>
<th>Network Expert Locator listing</th>
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<tbody>
<tr>
<td>When a member subscribes to members with any of the participating network entity, he or she will automatically be a member of the network.</td>
<td>Members get to enjoy access to online resources in the forms of articles, tools, best practices, etc. that are published by participating society/club in the network.</td>
<td>Members get to enjoy free as well as member priced events across the network.</td>
<td>Members get to utilize tools, materials, whitepapers, advices, etc. published in the network. In return, it is expected members attribute appropriate recognitions to IP owners and give due credits where it is required.</td>
<td>SMEs will receive full sponsorship for knowledge sharing and transfer during events organized by respective society/club within the network.</td>
<td>Members can participate in projects or initiatives of their interests posted on the network. By doing so, it enables the network to identify and grow the SME pool, as well as providing opportunities for members to contribute their knowledge and expertise to enhance their skill sets</td>
<td>Members can have access to a list of SMEs whom they can consult or seek expert advice</td>
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In a nutshell, the KM Global Network value adds the member society/club in the following manner:
- Increasing membership outreach by leveraging on the multiplier effect of network nodes expansion.
- Enhancing membership profile & branding of respective society/club.
- Extending knowledge sharing resources made available to members.
- Extending platform for cross-discipline collaboration and advocacy by leveraging on the knowledge, expertise, and SMEs collectively made available via the network alliance.
QUARTERLY NEWSLETTER – GLOBE (NEW)

Quarterly Newsletter (GLOBE)

Quarter 1 Edition/ May 2014
(PDF | HTML)

Quarter 2 Edition/ Sep 2014
(PDF | HTML)
Welcome Letter: President of iKMS

iKMS: Value Proposition for KM Leadership in Singapore and Beyond
by Karuna Ramanathan, President iKMS

The iKMS has been in existence since 2000. Founded as a non-profit, iKMS remains committed to leading and serving information and knowledge management (IKM) professionals in Singapore. Starting out as an academic society, iKMS has over the years provided member access to a widening array of resources, including evening talks, seminars, conferences, networking opportunities, newsletters, special interest groups, collaboration forums, and group discussions.

Learning Transformation for the Modern Workforce

by David Yeo

Why am I writing about learning transformation in a Knowledge Management (KM) article? It is because I believe that “knowledge” and “learning” – where there are typically two distinct communities of advocates – are really two sides of the same coin. We are essentially concerned about human performance – how he/she can somehow access the richness of the human cognitive capacity (tact, or explicit; own or others; individual or collaborative; past, present, or future) so that we may all contribute meaningfully to the organisation and/or society. In this article, I hope to present the core ideas of such a learning transformation for a productive workforce. It is my hope that, as a community, we can begin to converse on common grounds.

Editorial Notes

Assessing KM Strategy and Culture by Madanmohan Rao

It is an honour and delight for me to serve as editor for the iKMS news magazine, GLOBE. In keeping with the blend of local foundations and global ambitions of iKMS, I have assembled a star cast of contributors for this inaugural issue -- from across Asia, Europe, the US and Australia. View full article

KM & Social Media: Meeting Organisational Needs or 'Plug and Pray?'

by Michelle Lambert

Most of the knowledge practitioners I have worked with over the last couple of decades have had the challenge of not only struggling with sharing knowledge and information across geographic, cultural and structural silos, but also convincing senior management and or the workforce that the benefit of this is of value both to the organisation and the people who work within it. What excites me about Social Media coming into the mix is that it provides a bridge for
The Knowledge Management Singapore 2014 Conference is the premier KM event in Singapore, and the annual signature event of the iKMS. Last year’s conference drew over 140 delegates from Singapore and the region.

This year, the Conference will encompass four Keynotes on Innovation, Learning & Creativity. The Conference will also include Six Workshops captained by the industries subject matter experts and eight Masterclasses from the champions in their field. Together, they will bring us on a learning journey. iKMS will also conduct three crowd sources interactive table discussions where you get to choose what you want to hear or talk about. Our distinguished speakers are as follows:

**FEATURED SPEAKERS:**

Alex Bennett  
Professor, Bangor University  
(KI-SEA) Co-Founder/  
Director, Mountain Queen Institute

Arthur Shelley  
Founder, Organisational Zest  
Ambassador Network

Vincent Rubiere  
Director, PhD, KIM Program  
Managing Director, IKI-SEA
SPEAKER WORKSPACE

Speakers Presentation

Configure access right for

- Speakers (before conference)
- Members & event participant (after conference)
**OVERVIEW OF SHAREPOINT (F) 2013 OUT-OF-THE-BOX FEATURES**

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<th>Apps you can add</th>
<th>Newest</th>
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Delivering Extraordinary Value from Your Organization’s Knowledge

by Jeff Stemke

Successful knowledge management (KM) leaders know how to create significant business value by applying their organization’s knowledge and expertise to improve work results and accelerate the competency of less experienced practitioners. They build on past successes to develop trust with sponsors and colleagues who share their vision. Unfortunately, too many KM initiatives significantly underperform expectations. These projects have likely neglected one or more components of a sound KM strategy: the processes, technology, behaviors and value. In my

Day-to-Day Problem-Solving

In the early 2000s, the Chevron and Texaco merger more than doubled the number of refineries in the system, with all the additions located outside the US. Based on the ROI analysis described above, it was easy to convince the new refineries to join existing best practice teams. However, it was impractical to rely on the US-based process masters for world-hopping problem-solving.