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KNOWLEDGE MANAGEMENT SINGAPORE 2017

ENERGIZING INNOVATION THROUGH CREATIVE KNOWLEDGE
Lightning Talks

TECHNOLOGY

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**Why Technology?**

KM + TECHNOLOGY supports new strategies and processes to create, collaborate and share knowledge among people and across organizations.

**Impact** that Technology has on KM is so **massive** that it inspires the development of robust software platforms to leverage KM strategies.

**Technology continues to evolve** in response to new knowledge demands and challenges.
KM capabilities were built up around technology over 3 spirals.

1st Spiral: Explicit Knowledge
2D-Production Oriented
- Capturing Knowledge
  - Best Practices
  - Lesson Learnt

2nd Spiral: Tacit Knowledge (Experiential)
Recognition-Building Connections
- Communities of Practice (CoPs)
  - Expertise Locators (SMEs)
  - AAR (Before/During/After)
  - Conversational Learning

3rd Spiral: Analytic Knowledge
Technical-Social Media
- Collective New Knowledge
  - Enhanced Capabilities in Knowledge Creation
    - Cognitive Diversity
    - Sense-Making & Crowd Sourcing
Caught in the Spiral?

What’s next??

Analytics

Are we ready?
6 Key KM Technological Trends in 3rd Spiral
In Summary...

- Knowledge is **power**, and when properly harnessed, it fuels a successful organization.

- **Technology** alone isn’t **everything**, culture too impacts!

- No one-size fits all solution that technology has to offer to harnessing new knowledge.

- Technology is but an **enabler**, whether the organization succeeds still depends on the nature of its core business.