

Roundtable with KM Practitioners | 18 November 2020

Reflecting on COVID19, lessons and opportunities



KMSA

Knowledge Management
South Africa

About me...



I am a very curious person by nature and have developed a passion for KM since I encountered the concept for the first time.

Qualifications: (all from U.P)

*B.A. Political Science | B.A. (Hons) Int. Politics & Info Science |
Masters: Info Science, PhD: Info Science | Diploma: Competitive
Intelligence*

Career:

- *SITA seconded to Defense Intelligence (Info Specialist)*
- *Siemens & Nokia Siemens Networks (Competitive Intelligence)*
- *SARS & ATAF (KM Specialist)*

Personal:

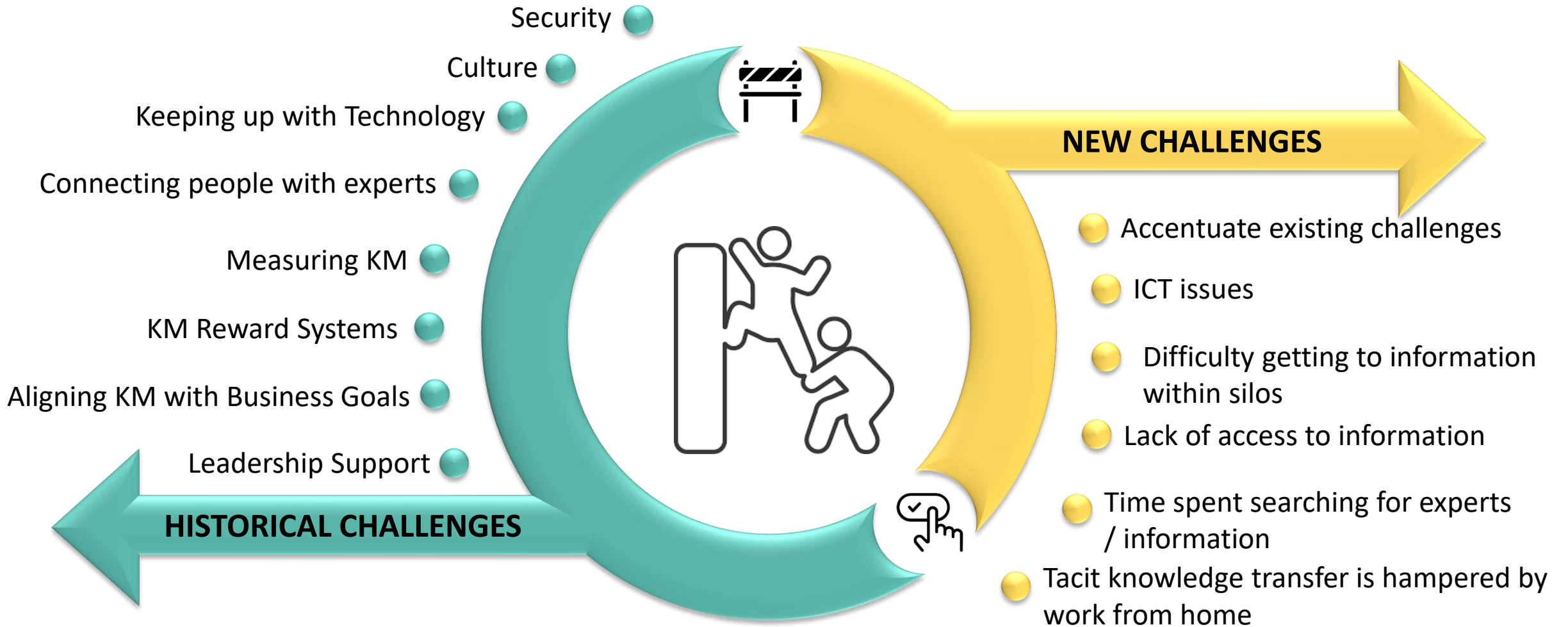
Married, mother of 2 boys (11 & 8) and a daschund who keeps me humble.

Enjoy gardening, travelling, reading .

Life Motto:

"It is only with the heart that one can see rightly, what is essential is invisible to the eye." - The Little Prince by Antoine de Saint-Exupéry

Our biggest challenges



Emerging good practices



Trustworthy and easy-to-find information is critical during uncertain times

- businesses started to ensure their self-service systems can do more by fueling them with the knowledge and expertise.



Greater emphasis on flexibility

- work-from-home model
- now more than ever, “cloud is king” - companies that had those technologies in place pre-pandemic are definitely a step ahead of those that didn’t.



AI became an essential tool for organisational armory

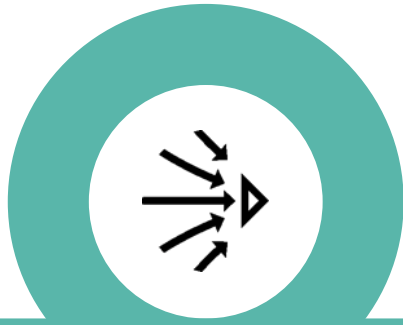
- employees need to source intel quickly and efficiently.
- AI can assist organisations to recognize expertise, skills and tacit knowledge that might not have been identifiable before.
- AI can develop skill maps, pinpointing where organisational intelligence is strong and where development is needed.



Digital transformation at high speed

- two major objectives: trying to get end-users to adopt new ways of working; and creating a structured environment for maximum productivity and compliance
- “2 years of digital transformation has happened in 2 months” - Satya Nadella, Microsoft

Main lessons and future opportunities



Align with the current reality

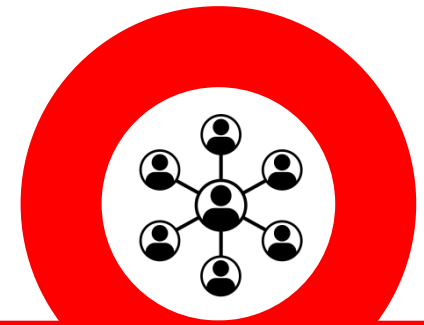
Pause current initiatives and determine the current organisational needs:

- ✓ Should one move key resources to a more accessible platform or consolidate them?
- ✓ Can KM offer support to teams that suddenly need to collaborate online and/or conduct virtual meetings?
- ✓ Should one remind people how to use KM tools to find answers?
- ✓ Should one “loan out” a KM team member with in-demand skills to another business area?



Campaign for the most relevant KM solutions

- ✓ Remind people to look for answers in communities and enterprise searches
- ✓ Re-teach people how to search
- ✓ The most helpful software for turbulent times includes:
 - collaboration/knowledge sharing tools,
 - customer service tools,
 - workforce analytics,
 - employee experience, and
 - personalized customer experience solutions.



Tap into your networks

- ✓ Explain the do's and don'ts of enterprise social
- ✓ Warn experts that they may experience an influx of questions - ensure their content is easily accessible and up to date
- ✓ KM teams need their connections in the business to provide insight into urgent knowledge needs