



**Conference on Re-imagining Knowledge Management Post COVID 19
by the
National School of Government, Directorate: Knowledge Management**

1. Purpose of the conference

On March 11, 2020, the World Health Organisation (WHO) announced the outbreak of coronavirus disease (COVID-19) that started in Wuhan: China as a global pandemic. On 25 April 2020, the South African President, Honorable Cyril Ramaphosa addressed the nation declaring 21 days' lockdown, with various measures through legislation to combat and limit the spread of COVID-19. COVID-19 forced organisations across the world to change their daily routines, which resulted in the significant changes in the world of work. The government and private sector had to come up with new ways of doing things, including the workforce (human resource) working from home. COVID-19 challenges not only the mindset but puts forth the following questions:

- (i) Is knowledge management (KM) still relevant?
- (ii) Does KM support the mandate of the departments and the country?
- (iii) How has KM evolved since the onset of COVID 19?

The National School of Government (supported by the EU) will facilitate a dialogue with KM practitioners in the public and private sectors to address explore those questions. The conference aims to promote effective implementation of KM and innovation among public sector and private institutions.

2. Conference objectives

- (a) To share experiences on KM practices in response to the COVID-19 pandemic
- (b) To reflect on KM opportunities and threats presented by COVID – 19
- (c) To look at KM good practices that may be adopted and replicated across the public sector post COVID-19



PROGRAMME: Day 1

Time	Item
08H30 – 9H00	Arrival & Registration
OPENING SESSION	
Programme Director: Mr Thamsanqa Makamba	
09H00 – 09H20	Welcome remarks – Prof. Busani Ngcaweni, <i>Principal: NSG</i>
09H20 – 09H40	EU capacity building support to the South African government – EU Ambassador
09H40 – 10H00	Message of Support from KMSA – Ms. Refile Mabaso
10H00 – 10H20	Collaboration: WEF Knowledge Management Portal – Ms Bryonie Guthrie
10H20 – 10H40	Tea break
10H40 – 11H20	How has Knowledge Management advanced the achievement of the National Development Plan Vision 2030 – Prof. Daisy Selematsela
Session 1: How has KM evolved since the onset of COVID 19?	
Programme Director: Dr Johnny Pietersen	
11H20 – 11H50	Building capacity in government during COVID-19 – Dr Izi Malatjie
11H50 – 13H30	<p>KM opportunities and threats presented by COVID-19: Organisation-specific cases</p> <ul style="list-style-type: none"> • Case on KM in the City of Johannesburg – Ms Sheena Clarke • The role of KM in documenting experiences and lessons learnt in the City of Tshwane’s COVID-19 response programme – Ms Pearl Maponya • Knowledge Management and Crisis Communication during COVID 19 Lockdowns – Ms Joanne Cornelissen • Sustainability of KM business processes during lockdown: A case of EPWP – Ms Carmen Abrahams
13H30-14H30	Lunch
Session 2: Enabling the KM to work for our organisations and communities	
Programe Director: Mr Kholane Chauke	
14H30 – 15H00	ICT software enabling KM post COVID 19 – Mr Gamelihle Sibanda, ILO
15H00 – 15H30	Knowledge and Communities – Dr Sal Muthayan
15H30 – 16H00	Wrap-up and closure – Dr Maja





PROGRAMME: Day 2

Time	Item
08H30 – 9H00	Arrival & Registration
OPENING SESSION	
Programme Director: Dr Denise Miller	
09H00 – 09H20	Welcome remarks & recap of day 1 presentations
09H20 – 10H10	Knowledge Management Policy framework and maturity – Ms Sebenzile Zibani
10H10 – 10H45	Professionalising Knowledge Management – Ms Mapule Letshweni (KMSA)
10H45 – 11:15	Knowledge Management System through the ISO 30401 Framework – Mr Kholane Chauke
11H45– 11H30	Tea Break
Facilitated Discussion session	
11H30– 12H30	<ul style="list-style-type: none"> • Topic 1: How has Knowledge Management advanced the achievement of the National Development Plan Vision 2030 • Topic 2: Professionalisation of the public service through knowledge sharing • Topic 3: KM opportunities and threats presented by COVID-19
12H30 – 13H00	Summary of conference activities and way forward – Mr Mmakwena Molala
13H00-14H00	Lunch

