

***KNOWLEDGE E-IMBIZO***  
***DRIVING ENGAGEMENT AND MANAGING***  
***KNOWLEDGE FOR GROWTH***

**KM Value in the future world of work**

**Ken Wiggins**



## Introduction

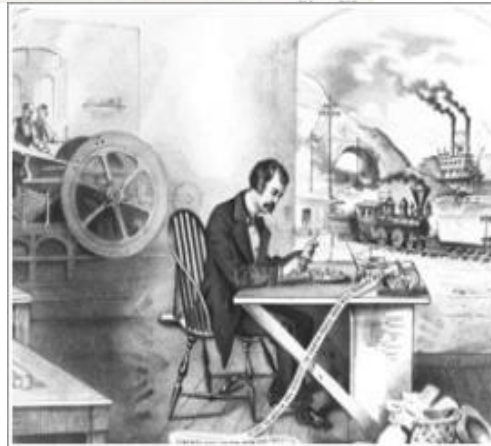
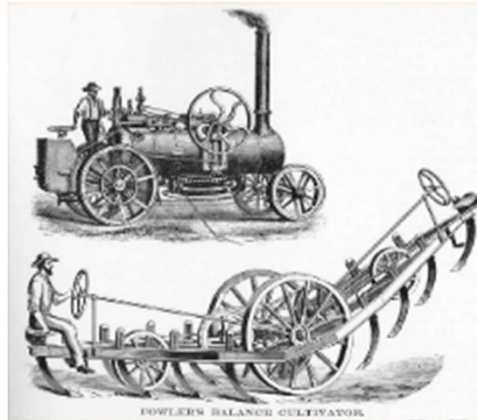
Civilizations create sanctuaries to store their cultural, and commercial records



- Sumerian accounting symbols
- Libraries of the ancient world
- Al-Qarawiyyin Library in Morocco  
– restored as functional entity

Through the centuries, fortunes must have been spent and countless hours expended to create these repositories of information. Our history proves that Knowledge holds value.

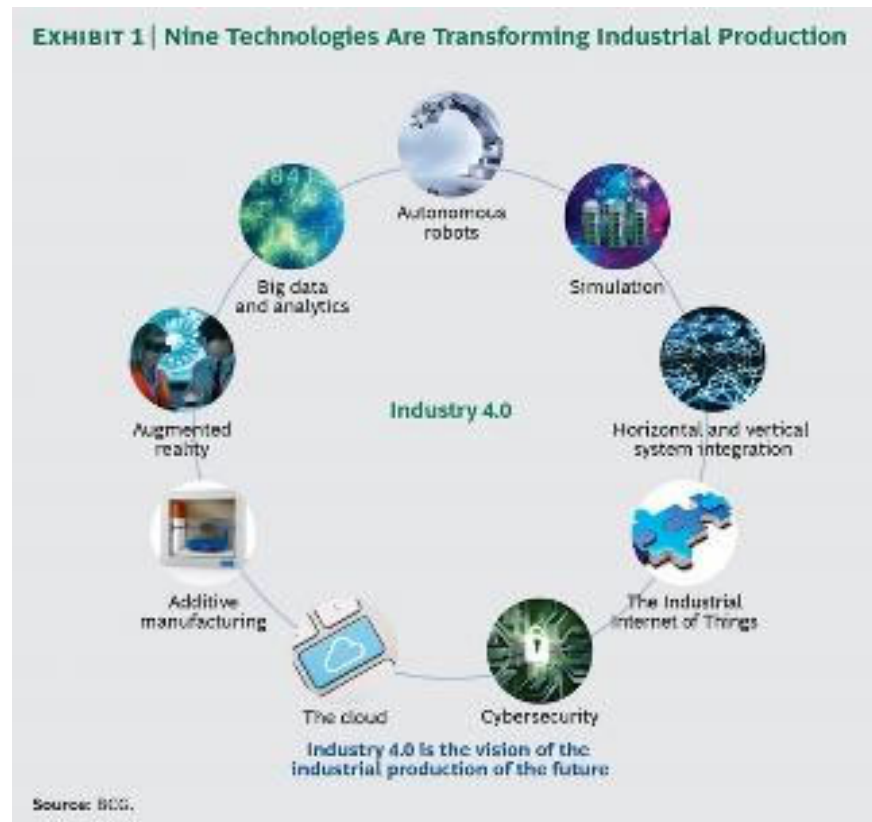
## Industrialization and Speed of Change



- Steam and Mechanisation (1760)
- Technological Revolution (1870)
- Digital Revolution (mid to late 1900s)



## Fourth Industrial Revolution

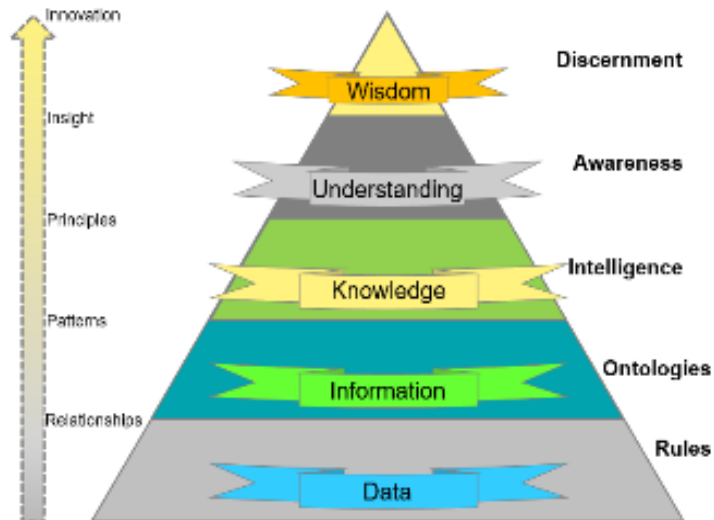


4IR

- Robotics
- AI
- Quantum computing
- Biotechnology
- IoT
- 3D printers
- Autonomous vehicles

## Knowledge is Change

Knowledge value develops through change



## Knowledge 1.0

- Defined by the DIKW Model
- Focused on categorization and retrievability of information

The element of “understanding” is crucial to developing Wisdom

## Knowledge is Change

Knowledge value develops through change



Knowledge 1.0

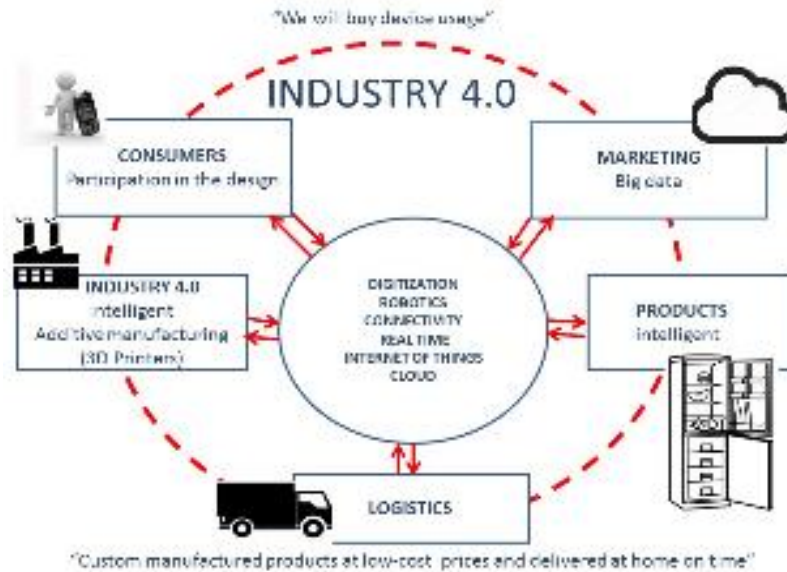
- Defined by the DIKW Model
- Focused on categorization and retrievability of information

**Knowledge 2.0**

- **Collaboration/sharing**
- **Frameworks**
- **Governance**

## Knowledge is Change

Knowledge value develops through change



Knowledge 1.0

- Defined by the DIKW Model
- Focused on categorization and retrievability of information

Knowledge 2.0

- Collaboration/sharing
- Frameworks
- Governance

**Industry 4.0 Knowledge**

- **Big data**
- **Integrated work flow**
- **HMI and NLP**
- **Self-regulating/coordinated machines**

Includes **Customer integration**  
in supply chain

## Knowledge Credibility



ISO 30401:2018. KM systems requirements

- International development collaboration

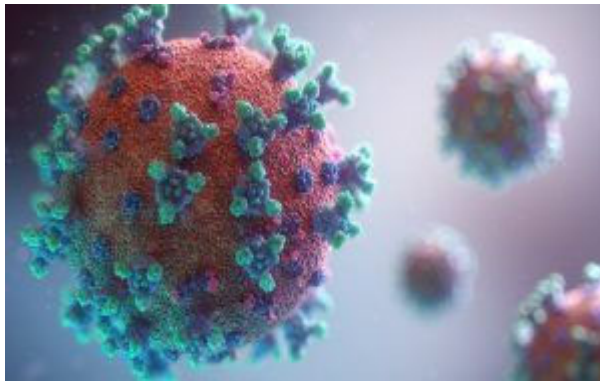
Authority

- KM pathway to legitimacy where Knowledge is:
  - Created by people
  - A key source of value
  - Serves objectives, strategies and needs

Aligns with ISO Knowledge Risk process



## Work in a world of disruption

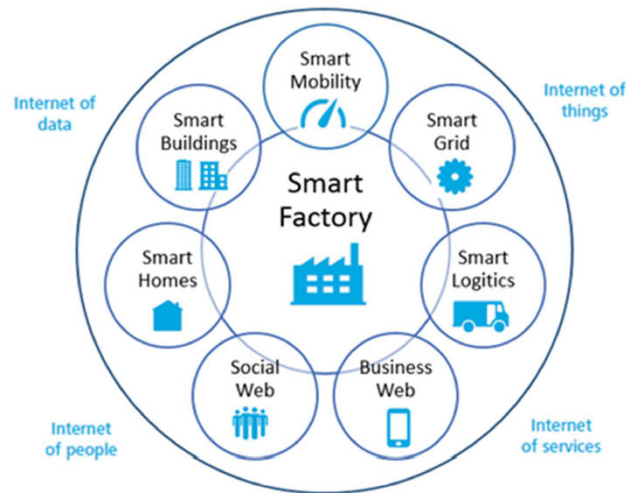


Future is Digital but changes with seasons

- COVID Pandemic challenged leaders
- Return to work
- Leverage enforced advancements
- Chart a new path

**Can KM serve business in crisis?**

## KM in a Digitized Future



<http://sites.tcs.com/blogs/digital-reimagination/wp-content/uploads/Industry-4.0.png>

New workforce

- Agile and fluid

Smart factories

- Self-regulating machines

Transformed business models

- Customers part of value chain
- Advanced manufacturing & production

Augmented Reality

- Efficient training, minimized human error

Intelligent systems

- Learning-oriented
- Machines communicate

## KM requirements for success in Industry4.0



Organic and Pragmatic

- Builds knowledge
- Create sharing cultures

Collaborate

- Internal / Cross discipline

Provide solutions

- Consistent / accurate
- Public/Private sectors



## Success through collection and sharing

**“ ... if you ask someone, or a body for specific knowledge in the context of a real need it will never be refused. If you ask them to give you knowledge on the basis that you may need it in the future, then you will never receive it.”**

David Snowden, Cognitive edge

## Knowledge Tools

Software that connects people with machines



Neuro-Linguistic Programming

- Derives meaning from user inputs
- Deliver real-time answers

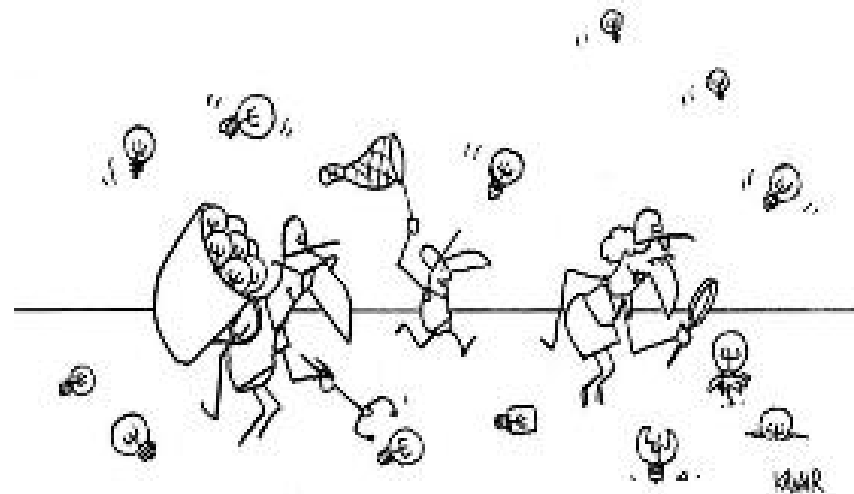
Chat-Bots

- Digital native communication

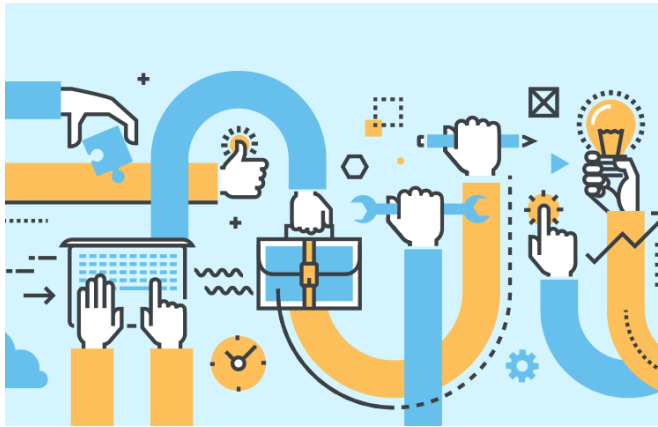
## Knowledge Techniques

### Knowledge Collection

- Originators possess content
- Extract unthought of responses
- Build valid conversation



## Knowledge Techniques



### Knowledge Collection

- Originators possess content
- Extract unthought of responses
- Build valid conversation

### Communities of Practice

- Forum for thinking together
- Mutual, trusted engagement
- Produce what matters

## Knowledge Techniques



### Knowledge Collection

- Originators possess content
- Extract unthought of responses
- Build valid conversation

### Communities of Practice

- Forum for thinking together
- Mutual, trusted engagement
- Produce what matters

### Innovation & Design

- **Promote curiosity**
- **Appreciating innovation opportunities**
- **Consider work environments**
- **Utilize academia**



## Conclusion



- Create value, for public and private sectors
- Be strategic, promote and reinforce KM benefits
- Educate our organisations in KM principles/advantages
- Promote results of our field of endeavour

**Change how the rest of the world perceives and experiences what knowledge professionals can achieve.**

Dr Arthur Shelley, International Knowledge Professional Society



Thank you