

KM ASIA

9-10 APRIL 2019 | HONG KONG

*Showcasing world class standards and
innovation in KM*

@_KMInsight 

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SHOWCASING WORLD CLASS STANDARDS AND INNOVATION IN KM

KM Asia 2019 will bring together top KM professionals to share experiences around meeting the new global ISO standard and discuss the powerful relationship between innovation and KM.

The event will also showcase the new MIKE (Most Innovative Knowledge Enterprise) Awards, celebrating recent success stories from those who are leveraging innovation to supercharge their KM projects.

■ WHY ATTEND?

- **Understand new developments in fast-moving KM** and the relationship between big data, analytics and digital transformation
- **Gain valuable insight** from multiple event case studies from across Asia and the Middle East on public infrastructure, digital programs and successful KM delivery
- **Learn ways to be compliant** with the new global ISO 30401 standard
- **Discover the key to KM success** through certification with an interactive panel discussion on programmes and benefits
- **Be inspired** by the new MIKE award winners, showcasing success stories in innovative KM

SPONSORSHIP & EXHIBITION

Bespoke opportunities are available to promote your company as a prominent brand giving you a platform to demonstrate thought leadership, showcase services and generate leads. For sponsorship and exhibition enquiries, please contact David Boore on:

+44 (0)20 7324 2372 or email **David.Boore@wilmingtonplc.com**



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■ AGENDA

DAY 1 : TUESDAY 9 APRIL 2019

09:00 Registration and coffee

09:30 Chair's introduction

Rudolf D'Souza, Chief Knowledge Officer, AFCONS Infrastructure Limited

KM INNOVATION, DATA AND DIGITAL

09:45 The challenges and opportunities in managing knowledge in the age of digitalisation

- Increasing digitalisation as a driver for the networked economy
- Creating value by exchange of data and information leveraging from network effects
- Digitalisation will impact knowledge management: data, cloud and people

Professor Eric Tsui, Director Knowledge Management and Innovation Research Centre (KMIRC), The Hong Kong Polytechnic University

10:30 The KM transformation outlook

- How KM, big data, and analytics can support innovation and digital transformation:
 - Moving beyond the hype
 - From empty promises to an evidence-based approach

Bruce Boyes, Editor & Lead Writer, RealKM Magazine and Consultant & Project Manager

11:15 Morning networking break

11:40 Knowledge and data: audit, interaction, process

- Use of data exploitation; big data and data analysis
- Digital transformation through data and KM
- When does knowledge become data?
- Implications for data protection

Janice Record, Head of International Knowledge, DLA Piper

12:20 KM transformation: the importance of the essentials

- Focusing on the concepts and practicalities
- Making sense of KM as part of the organisation's mission and desired outcomes
- Integrating KM strategy and implementation

Bill Kaplan, Knowledge Management Consultant

13:00 Networking lunch

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DAY 1 : TUESDAY 9 APRIL 2019 continued**KM CASE STUDIES: DIGITAL INNOVATION AND SMARTER THINKING****14:00 Digital innovation case study: Knowledge management under Digital India Programme**

- Three stage approach to the KM programme with Digital India Theme
- Promoting the use of digital technologies to government services
- Driving up speed of service delivery, reducing costs
- Using tacit knowledge, developing communities of practice and overcoming challenges in e-governance

Shilohu Rao, General Manager, NeGD, Digital India Corporation, Ministry of Electronics and IT, **Government of India**

14:40 Case study | Smaller is better: DEWA – a critical national infrastructure

- Using a piloting approach to enable long-term KM capability development
- Generating value to win senior management support and maintain momentum
- Testing, adapting and innovating – based on immediate experience
- KM training and creating success stories for the wider communications effort

Rupert Lescott, Knowledge Management Specialist, **Dubai Electricity & Water Authority**
Rawdha Almansoori, Dubai Electricity & Water Authority

15:20 Afternoon networking break**KM STANDARDS, SAFETY AND ACCREDITATION****15:45 Panel | KM certification**

- Assessing certification programmes
- Measuring the scope and breadth of certification programmes

Moderator

Paul Corney, Knowledge Et Al

Panelists

Bruce Boyes, Consultant, CILIP

John Hovell, CEO & Co-founder, STRATactical

Rajesh Dhillon, Head of Regional & Head of Strategy, **Advisors Alliance Group**

Bill Caplan, Knowledge Management Consultant

16:30 The knowledge ready organisation

- Branding and public recognition
- Raising organisation-level awareness and engagement in knowledge management
- Collaboration and learning opportunities with other organisations

Rajesh Dhillon, Head of Regional & Head of Strategy, **Advisors Alliance Group**

17:10 Chair's closing comments

Rudolf D'Souza, Chief Knowledge Officer, **AFCONS Infrastructure Limited**

17:20 Close of Day One**BOOK YOUR PLACE NOW**Email client.care@ark-group.com | Call **+44 020 7324 2365**



DAY 2 : WEDNESDAY 10 APRIL 2019

09:00 Registration and coffee

09:30 Chair's introduction

Rudolf D'Souza, Chief Knowledge Officer, AFCONS Infrastructure Limited

KM CASE STUDIES: DRIVING UP STANDARDS

09:45 How to meet the requirements of the management standard: ISO 30401

- Understanding the ISO 30401 requirements
- A process for addressing the requirements through:
 - Systematic knowledge audit
 - A KM planning exercise: designing KM pilots, putting measures in place

Patrick Lambe, Partner, Straits Knowledge

10:25 Case study | Delivering successful KM in Petroleum Development Oman

- Establishing the strategic business need for KM
- Building the strategy, enterprise governance and operating framework model
- Project delivery lessons learned embedded into processes – demonstrating real benefits
- KM dashboard – achievements to date
- Developing the KM skills capabilities of our people
- KM supporting Oman 'in country value' and the knowledge-based economy

Hank Malik, Knowledge Management Programme Lead, Sultanate of Oman

11:10 Morning networking break

11:40 Standard Panel: Q & A

Hank Malik, Knowledge Management Programme Lead, Sultanate of Oman

12:10 Defining technology – the need for the human

- Human traits, empathy and storytelling

Tas Tasgal, Trainer & Author

12:50 Networking lunch

13:50 KM panel technology session | Is technology turning into a global currency?

- The driver: KM and big data
- Who and what are the disrupters?
- Show me the money - when to invest, how much to invest?

Eric Hunter, Bradford & Barthel

Les Hales, Managing Director, CIO Connect

Tas Tasgal, Trainer & Author

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DAY 2 : WEDNESDAY 10 APRIL 2019 continued

KM MIKE AWARDS

14:40 MIKE: building on the MAKE awards

- Introducing the Most Innovative Knowledge Enterprise
- Emphasising innovation with new sustainable criteria
- Showcasing both innovative and existing knowledge
- Driving innovation in a continuously changing world

John Dumay, Associate Professor, Macquarie University, Australia

15:15 Afternoon networking break**15:45 MIKE: building on the MAKE awards**

- Introducing the participants and award winners

WB Lee, Chair Professor, Hong Kong Polytechnic University

16:30 KM Asia MIKE Awards Ceremony

- Nominations, announcing the winner, photography

John Dumay, Associate Professor, Macquarie University, Australia

WB Lee, Chair Professor, Hong Kong Polytechnic University

17:00 Closing comments

Rudolf D'Souza, Chief Knowledge Officer, AFCONS Infrastructure Limited

17:10 Close of KM Asia 2019

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