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HK’s transformation into a KBE

Hong Kong’s competitiveness

Digital SI Strategy

The Hong Kong government seeks private sector support

HK’s employing race research

The Hong Kong government seek private sector support

HK’s transformation into a KBE

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Baby boomers retirement syndrome

Nature of Knowledge Work

- Increasingly less routine, more analytical and need to be more collaborative
- Highly unstructured, unpredictable, disruptive yet often come with a sense of urgency
- Requires a different set of metrics for performance measurement
- Not only requires data and information but also knowledge and experience of the individual
- Group/Collaborative task execution, decision making and problem solving
- A huge amount of data and information to deal with
- Often more than one way to solve a problem, reflection and a learning environment are crucial
Support for performing Knowledge Work

- Automate routine tasks as much as possible
- Tools to coordinate ad hoc tasks among workers
- Tools to identify and connect with subject matter champions; codify and share tacit knowledge
- Tools to discover, aggregate, analyse and visualise document/information/discussion summary, trends, work tasks etc.
- Leverage on input and preferences from trusted peers
- Knowledge Repository for keeping core assets
- Powerful Search mechanisms (proactive, multi-modal, multiple search modes, visualisation,...)
- Create a Personal and Organisational Learning Environment
- Personalisation (role type, multi-generational workforce, mobile workers etc.)
The Changing Landscape

- In every hour, 1005, 4110 and 5925 babies are born in the US, China and India
- Last year, there were 70k, 600k and 300k engineering graduates from the US, China and India
- It only took 4 years for Twitter to generate 10 billion tweets
- Internet devices increased from 1000 in 1984 to 1 Trillion in 2010
- There are 1.4b and 1.2b online communities in China and India
- The percentage of workers doing manual work in the US fell from 70% in 1900 to 35% in 1990 and to 15% in 2000.
- Approximately 75% of the economic activities in advanced countries is generated by service industries, where knowledge is the primary resource or ingredient

Real Time Enterprise & Enterprise Cloud (Source: Delic & Riley)
Enterprise Knowledge Cloud (Source: Delic & Riley)

Opportunities and impact of CC on

1. Business Process Management
2. Taxonomy building and maintenance
3. Personal Knowledge Management Personal Learning Environment
Source: Furht & Escalante, Handbook of Cloud Computing

Knowledge for IT problem solving

BPMS: Under the hoods
(Source: Sarbashrestha Panda)
Cloud-based BPM enables

- The creation of ad hoc as well as formal/structured processes
- Processes to be more adaptive
- Fusion of business processes with personal processes (aka Social BPM)
- Analytics to be collected and analysed by individual knowledge workers
- SMEs to leverage on process management and create new opportunities

Cloud-based BPM Competency Centre (Source: Vitusa)

Knowledge Rules, Inc., a leading business process management service provider supporting legacy system refactoring, announced today that it has implemented its cloud computing software services delivery model for BNP Paribas, one of the largest global banking groups in the world. BNP Paribas worked with Knowledge Rules to use SmartPAAS, the cloud-based software offering from Pegasystems. Deployment of SmartPAAS allows the flexibility necessary to do the rapid application refactoring necessary to keep sales-based BPM (Business Process Management) applications growing "refactoring multiple applications into a single scalable asset requires systems that can rework with traditional patterns," said Tim Panagos, Chief Business Technologist for Knowledge Rules.

Facing the complexities of working across multiple geographic regions, Knowledge Rules and BNP Paribas have enabled collaboration for distinct applications from various regions. "BNP Paribas has a number of significant business process initiatives in order to serve a diverse user base across multiple EPs," said Knowledge Rules was able to help us reduce time and costs by not having to install development environments and they worked this fine hand in hand with us to deliver and innovate in a SOA solution," said Manuel Rombouts, Head of an IT CeVe (Centre of Excellence) mainly dedicated to managing BPM technologies at Cardif Assurance, the BNP Paribas Insurance Division.

DocuLex launches hosted document and information management in the cloud

DocuLex has launched a hosted document management service in the cloud for firms. The offering is based on Sebastian's cloud-based software, coupled with the company's advanced collaboration, content and workflow management capabilities. The DocuLex document management offering is secured by multiple layers of encryption and access control, ensuring that information is kept secure.

There are no servers, no custom code, no risk of security breaches, and no additional hardware. The service is encrypted, and users can easily utilize the service from anywhere on any device.

Taxonomy – The Art & Science of Information Classification

Taxonomy is the art and science of information classification. It involves the organization and arrangement of information in a systematic way, usually using categories or hierarchies to group similar items together. This process helps in making information more accessible and easier to understand. Taxonomy is widely used in various fields, including biology, computer science, and library science, to organize and manage large sets of data efficiently.
Cloud-based taxonomy tools and services

Synaptica

Products for building taxonomies

Achieving data harmony in the cloud

Use of Social Bookmarking and Mashups to enhance knowledge navigation

Blogmarks
CiteULike
Connotea
FeedMeLinks
del.icio.us
Cloud-based Taxonomy tools enable

- A decentralised, bottom up approach to taxonomy development and maintenance
- A higher consensus among knowledge workers about the meaning and use of terms
- The co-existence of corporate, group and personal taxonomies with fast adaptations
- A holistic way to build and maintain all taxonomic components in an organisation
- Faster, ubiquitous and accurate access to knowledge assets
Knowledge Management Vs Personal Knowledge Management

<table>
<thead>
<tr>
<th>Year</th>
<th>Google Search “Knowledge Management”</th>
<th>Google Search on “Personal Knowledge Management”</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>About 500,000</td>
<td>18</td>
</tr>
<tr>
<td>March 2010</td>
<td>About 8,400,000</td>
<td>About 39,400</td>
</tr>
</tbody>
</table>

PKM and Web 2.0

PKM by Urs Frei

Personal Knowledge Management 2.0

PKM System

- From implicit to explicit
- Either notes or blog
- Narrative
- Personal seminar
- Knowledge management
- Personal knowledge
- E-mail
- Facebook
- Twitter
- RSU (RSS Reader)

Data Experience

- Conversations, blogs, feed

Personal Learning & Information

- Personal blog
- Personal website
- Personal wiki
- Personal knowledge base

Need to Find Knowledge? Go to Web 2.0!
A PKM 2.0 model
(Source: R. Cheong and E. Tsui (2010); The roles and values of personal knowledge management: An exploratory study, VINE Journal of Information and Knowledge Management Systems.)

Some challenges in a PLE/VLE
• Information Overload
• Sustainability & quality of contributions
• Knowledge Classification & Navigation
• Content authoring by the masses
• Development & tracking of personal competencies
• Lifelong learning
Use of RSS feeds, tagging, Google Buzz to create a co-learning environment

• Selective RSS feeds, filters & aggregators to supplement static content
• Tagging & annotation of articles
• Sharing, searching & navigation of articles by tags
• Ongoing discussions in Google Buzz
The Personal Learning Environment (PLE)

- Leverages on public domain tools to combat information overload, filter information and foster ongoing collaborations
- Takes minutes to set up and minimal maintenance activities
- Is highly personalised to suit the individual
- Harness the collective wisdom of all participants (novices, experts)
- Is ongoing and perpetual
- A core intellectual asset of the organisation
Challenges in delivering knowledge services in the cloud

• Security / Privacy
• Integration
• User customisation of vendor-specific tools and applications
• Portability of applications across clouds (especially PaaS and SaaS)
• Discovery, de-duplication and selection of services and data
• Advancements and adoption of Semantic Technologies and e-Discovery
• Paradigmatic change to work style and workplace

Some challenges in a PLE/VLE

• Information Overload
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• Content authoring by the masses
• Development & tracking of personal competencies
• ...
Delivering Knowledge Services on the Cloud

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