KNOWLEDGE MANAGEMENT

AUSTRALIA 2018

The Open Edition

1 -2 August 2018, Holiday Inn Potts Point, Sydney

PAST

PRESENT

FUTURE

Led by:

John P. Girard, Ph.D., Peyton Anderson Endowed Chair and Professor Middle Georgia State University

John holds the Peyton Anderson Endowed Chair at Middle Georgia State University's School of Information Technology. John has been recognized as a Fellow & Distinguished Scholar of The International Institute for Applied Knowledge Management, a Certified Information Professional, a Chartered Manager, and a Member of City & Guilds Institute of London. In 2016, John was a Fulbright Scholar working with Al Ain University of Science of Technology in the UAE. He was awarded Middle Georgia State University's Award for Outstanding Scholarship in 2016.

Featuring:

Jeanne Holm, Senior Technology Advisor to the Mayor, Assistant General Manager at City of Los Angeles, Chief Information Officer & Director of Education, In Unison, Distinguished Instructor, UCLA, Fellow, International Academy of Astronautics, United Nations

Her research and courses focus on data science, knowledge management, and civic innovation. Her honors include the NASA Exceptional Service Medal for leadership (twice), top 50 Women in Tech, NASA Achievement Award for her work on the Galileo and Voyager spacecraft, three Webby's from The International Academy of Digital Arts and Sciences, and she led NASA to an unprecedented three global Most Admired Knowledge Enterprise (MAKE) awards.

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and **Knowledge Management Australia 2018 for the Australian Government**

8 - 9 August 2018, Canberra Rex Hotel, ACT , Australia

Two Cities - Two Weeks
You Choose

Since 2004 Knowledge Management Australia has led the Asia-Pacific in presenting and moving knowledge management forward.

This years' KM Australia, is taking it not just a step forward, but a leap forward. We will learn from the past, take from the present to move to the future. We need to not be hesitant in moving the KM agenda and how to bring all silos of your organisation in an enterprise wide effort in:

Collaborating, Sharing, Learning, Information, Innovating & Communicating

Working with John and Jeanne, you will take part in case studies and insights with the top thinkers in KM in Australia:

Australian Securities Exchange
K & L Gates
SBS Bank NZ
Knosys
Anecdote Pty Ltd
NSW Department of Education

Post-Congress Workshops: Thursday, 2 August 2018

Morning Workshop
Workshop A: Putting the Action back in KM
Facilitated by: John P. Girard, Ph.D., Peyton Anderson Endowed Chair and Professor Middle Georgia State University

Afternoon Workshop
Workshop B: Knowledge Management and Open Data for Innovation
Facilitated by: Jeanne Holm, Senior Technology Advisor to the Mayor, Assistant General Manager at City of Los Angeles, Chief Information Officer & Director of Education, In Unison, Distinguished Instructor, UCLA, Fellow, International Academy of Astronautics, United Nations


First Fifty Organisational Registrations ONLY
Receive a FREE copy of John Girards NEW Book
Knowledge Management Matters
Words of Wisdom from Leading Practitioners
- **Stephanie Barnes, Director of Doing Things Differently at Art of Innovation**
- **Shawn Callahan, Founder of Anecdote**
- **Paul Corney, Founder of knowledge et al**
- **Nancy M. Dixon, Author of Common Knowledge, HBSP**
- **Stan Garfield, Knowledge Management Author, Speaker, and Community Leader**
- **Anthony J. Rhem, President/Principal Consultant of A.J. Rhem & Associates, Inc.**
- **Arthur Shelley, Founder of Intelligent Answers**
- **Douglas Weidner, Chairman & Chief Instructor of KM Institute**
- **Ron Young, Founder of Knowledge Associates International**
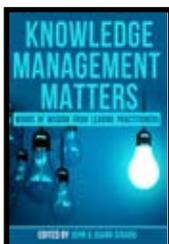
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8.00 Registration and refreshments

8.30 Chairperson's opening remarks

John P. Girard, Ph.D., Peyton Anderson Endowed Chair and Professor Middle Georgia State University
John will give a brief overview of the day and what to expect.

8.35 **Power of the People: Past, Present and Future**
From the very first days of knowledge management, we have explored a variety of ways to create and exchange organisational knowledge. Over the past three decades much has changed in our use of technologies and processes to achieve our knowledge goals; however, the significance of people has never wavered. So, what will the future hold? In a world of big data, artificial intelligence and machine learning, will people retain their prominence? This engaging session will explore how people, with a special emphasis on teams, will be central to knowledge management in the future.

- ▸ Applying the team development process
- ▸ Collaborative decision making
- ▸ Establishing and achieving team goals
- ▸ Applying knowledge sharing techniques
- ▸ Conducting after action reviews

John P. Girard, Ph.D., Peyton Anderson Endowed Chair and Professor Middle Georgia State University
Prior to transitioning to the academy, John was acting Director of Knowledge Management at National Defence Headquarters in Ottawa, Canada. He served for 24 years in the Canadian Forces, retiring at the rank of Lieutenant-Colonel. John has been recognized as a Fellow & Distinguished Scholar of The International Institute for Applied Knowledge Management, a Certified Information Professional, a Chartered Manager, and a Member of City & Guilds Institute of London. In 2016, John was a Fulbright Scholar working with Al Ain University of Science of Technology in the UAE. He was awarded Middle Georgia State University's Award for Outstanding Scholarship in 2016

This session is a prologue for the forum and will be a preparation for the final open session of the day, of **"The Curious Café"**

9.20 **Knowledge Management and Learning through Corporate Blogging**
Sometimes it can be hard for your colleagues to find time for knowledge management and learning. There are simply too many priorities competing for their attention.

This talk shows you how you can write KM and educational blogs that people will want to read, whether it be during office hours, lunchtime or even on the bus home.

We will look at different styles of blogging, including:
- ▸ Knowledge transfer interviews
- ▸ Event reporting
- ▸ Thought-provoking essays to stimulate open discussion

Amber Glynn, Knowledge and Innovation, Australian Securities Exchange
Amber Glynn is the founding member of the Knowledge Management team at the Australian Securities Exchange (ASX).

After having studied pure mathematics at UNSW and Tuebingen, Germany, her career has spanned web development for sports media, software development for a city of London derivatives company and business analysis and operations management at ASX.

Career highlights include system analysis and design of the Australian Triparty Collateral Management service and operations management of the national bond and equity settlement systems.

10.05 Morning refreshments and networking **#kmaus**

10.20 **Be the Change - Leading Legal Knowledge Management Teams**
        THEN, NOW AND TO COME
        The legal services environment in Australia has changed substantially and irreversibly - and so have KM teams in law firms. Carolyn Austin has managed legal KM teams for over 20 years, and reflects on how the shifting needs of lawyers and clients have shaped the roles and responsibilities of legal KM, creating broader, richer, and more strategic opportunities than ever before. What will the Legal KM look like in the 2020s? Can KM teams be ready to lead the way?
        ‣   Knowledge, innovation and change
        ‣   Knowledge, process and value
        ‣   Knowledge and LegalTecha

Carolyn Austin, Associate Director, Knowledge and Practice Support, Australia, K&L Gates
Carolyn Austin is head of Knowledge and Practice Support, Australia, and is also co-lead of the Australian Innovation Committee, at K&L Gates, a global law firm. Carolyn has been a sessional lecturer for over 6 years in the Masters of Digital Information Management degree at the University of Technology, Sydney, specialising in Knowledge Management Strategies. She serves on the UTS Information and Knowledge Management Advisory Board, is a founding member of the Advisory Board for Practical Law Australia (Thomson Reuters), and is a steering committee member for the Legal Knowledge Management Forum.

11.05 **Knowledge Management and Technology - A Blast from the Past and Future**
        "CEOs have had powerful options available to them that could make a major difference to their organizations, and to their employee's careers. Now, new knowledge technologies including:
        ‣   Data Analytics
        ‣   Artificial Intelligence
        ‣   Bio Recognition Systems

provide advanced knowledge acquisition, management, and knowledge leveraging capabilities to solve immediate and unforeseen problems related to the acquisition and distribution of organizational knowledge. Learning and Development needs to incorporate these capabilities as part of an enabling curriculum that integrates knowledge management as a fundamental of the organisation"

Delegates will be able to examine the potential for identifying where the opportunities exist to develop new capabilities that enhance knowledge and information management as part of modern day business practice.

Rob Wilkins, Leader - Information Management, NSW Department of Education

The NSW Department of Education has over 100,000 staff including 80,000+ teachers with over 2200 schools delivering education to over 800,000 students annually.

A business professional with extensive experience in Digital Learning, Learning and Human Performance and Knowledge/Information Management, Rob Wilkins brings his unique perspective as a practitioner, a learner and researcher in corporate learning and knowledge management. His experience has been gained over the last 25 years and he has worked in Government, Financial Services and Professional Services industries in that time. His professional ethos has been built on a strong practitioner focus and contemporary leadership approach with an active involvement in the "doing", to inform his learning landscape.

With graduate qualifications in adult learning, information management and design, e-learning, Business management and a Masters in knowledge management and information management, Rob's personal learning Journey has been one of intrigue and specialty.

Author of his own Blog "Ruminations of a Learning Professional" and a prolific micro blogger of learning and knowledge news, Rob's writings have been featured in Workplace Learning Blogs, ASTDs Learning Circuits and he has also written for Australian training magazine. His thought leadership has seen him sought out to guest lecturer at a number of universities as well as speaking for the likes of ASTD, AHRI, AB&F, AITD, ILP, Learn X, AIIM, ACT KM and KM Australia and he brings his experience and insights to KM Australia 2018.

11.50 The Evolution of Business Storytelling - past, present, future

Storytelling is a hot topic in business. Everyone wants to tell a story about their business, their product, their brand. But it wasn't always this way. Shawn will trace the history of business storytelling and highlight some of the forces at play that will likely impact what the field will look like in the future.

- ▸ Why have businesses become enamoured with storytelling?
- ▸ Where have the techniques come from and how has this shaped the varieties of business storytelling available today?
- ▸ What are the forces that are likely to share business storytelling in the future?

Delegates will get a good understanding of the myriad flavours of business storytelling, learn where they've come from and when they might apply them now and in the future.

Shawn Callahan, Award winning author of Putting Stories to Work. Founder and Director, Anecdote Pty Ltd

Shawn Callahan is the author of the award-winning *Putting Stories to Work* and the Founder at Anecdote, the world's largest business storytelling enterprise.

He started his career in technology with companies such as Oracle and IBM but realised, at the end of the day, it was the human factors that determined the success of any enterprise.

In 2004 Shawn founded Anecdote, a firm that helps leaders and sellers find and tell great oral stories.

He works with Global 1,000 companies such as Shell, Danone, Microsoft, TESCO, Allianz and Bayer all around the world.

12.35 Networking lunch (Please let us know two weeks prior of any dietary requirements)

1.35 What changes are ahead? Where are the opportunities you can't afford to miss?

Jeanne will draw from her international experience in taking a look at the possible future for new processes and collaborative processes.

Jeanne Holm, Senior Technology Advisor to the Mayor, Assistant General Manager at City of Los Angeles

Chief Information Officer & Director of Education, In Unison, Distinguished Instructor, UCLA, Fellow, International Academy of Astronautics, United Nations

2.20 Knowledge Management: An Enterprise Wide Transformation

Combining Customer Experience, Big Data Analytics, developing capability to predict and be proactive rather than reactive, using AR and AI, and developing Agility in building in robustness (SRE/DevOps)

Geri Overberg, Knowledge Practice & Capability Manager, Customer Service Improvement, Capability & Change Customer Service Management, Telstra Operations

3.05 Afternoon refreshments and networking **#kmaus**

3.20 Knowledge Management at SBS Bank – Simplifying Access to Quality Information for members and team: Let's Clean Up this Mess from the Past

Our story as we followed our goals of creating a tool for the user. We've been staring at our weaknesses too long, and now on a journey to provide a transformational change for our business.

In 2017 SBS Bank embarked on a project to improve Knowledge Management across the organisation, in particular to improve knowledge that supports business operational staff to help them do their business as usual (BAU) job and to improve knowledge predominately used for frontline service. SBS also sought the value in quality information to support ongoing business process reengineering and its pursuit to create capacity in its teams, and reduce friction points for its members.

- Implement a system that will help us to best manage the vast amount of structured and unstructured new information to be generated. Clean up this mess
- Gather a greater understanding of what the user is doing and make use of those insights for business improvements. What the heck are we meant to be doing?
- Provide easy business level accessibility for creating and consuming content. Where do I put this, so someone can find it?
- Our KM system must be horizontal across the organisation to simplify access for all our team, partners and members. Membership required, the library is open.

Stuart McKinnon, Simplification and Productivity Manager, SBS Bank and Knosys

4.05 The Curious Cafe

Have you ever taken part in a session and two hours later thought "I should have asked this" Well, now is your chance and before you forget again, you can write down your question on the Curious Cafe card or on the assign whiteboard prior to the cafe.

All of the speakers for the day will assemble for an open Q & A on all aspects of KM, not just what was covered in their sessions.

There will be question cards made available and question boards in the back for you and we will be collecting them through-out the day or use #kmaus.

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A✓ Putting the Action back in KM

Registration and refreshments: 8.30 am
Workshop starts: 9.00 am
Morning break: 10.30 am
Workshop continues: 10.45 am
Workshop ends: 12.00 pm

Facilitated by:
John P. Girard, Ph.D., Peyton Anderson Endowed Chair and Professor Middle Georgia State University

Knowledge Management (KM) is an action-oriented domain built on collaboration, trust, and multidisciplinary teams. Successful KM implementations support leadership efforts to create, transfer, exchange, share and so much more. Through these actions, many organizations have successfully moved toward the near utopian knowledge environment. So, if action is so important, why are so many KM workshops, lectures, and sharing sessions just another passive sage on the stage event? This workshop will focus on how to engage people to achieve organizational objectives. In collaborative environment, we will explore a number of action-oriented activities that support learning, overcoming ego, knowledge sharing and team development. Join John for this interactive session and learn how to put the action back in KM.

- Applying the team development process
- Collaborative decision making
- Establishing and achieving team goals
- Applying knowledge sharing techniques
- Conquering ego as an obstacle to knowledge sharing

About the workshop leader:
John P. Girard, Ph.D. holds the Peyton Anderson Endowed Chair at Middle Georgia State University's School of Information Technology. He is a professor, storyteller, and adventurer who has enjoyed the privilege of speaking to leaders on six continents about technology, leadership, and culture. Engaging with students daily ensures he remains current in the ever-changing world in which we live and do business. John has travelled to 116 countries investigating globalization and innovation in action.
John has published seven books in the domains of technology, leadership, and culture, including: Strategic Data-base Wisdom in the Big Data Era (2015), Social Roots: Why Social Innovations are Creating the Influence Economy (2014), Sage Sayings: Inspiring Native American Passages for Leaders (2014), Business Goes Virtual: Realizing the Value of Collaboration(2011), Social Knowledge: Using Social Media to Know What You Know (2011), A Leader's Guide to Knowledge Management: Drawing on the Past to Enhance Future Performance (2009) and Building Organizational Memories: Will you Know what you Knew? (2009).
Recently, John has been speaking widely on the impact of Big Data and why managers should be interested. His keynote, plenary talks and workshops on Big Data include: China Productivity Center (2016), Al Falah University, Dubai (2016), Emirates College of Technology, Abu Dhabi (2016), KM Singapore (2015), Sales and Marketing Middle East (2015), Eighteenth Annual Conference of the Southern Association for Information Systems (2015), KM Russia (2015), International Association of Computer Information Systems Conference (2014), and International Online Symposium (2014). Learning from the participants at these events have been an eye-opening experience. There is absolutely no doubt that many managers remain perplexed with the ideas of Big Data.
Prior to transitioning to the academy, John was acting Director of Knowledge Management at National Defence Headquarters in Ottawa, Canada. He served for 24 years in the Canadian Forces, retiring at the rank of Lieutenant-Colonel. John has been recognized as a Fellow & Distinguished Scholar of The International Institute for Applied Knowledge Management, a Certified Information Professional, a Chartered Manager, and a Member of City & Guilds Institute of London. In 2016, John was a Fulbright Scholar working with Al Ain University of Science of Technology in the UAE. He was awarded Middle Georgia State University's Award for Outstanding Scholarship in 2016.
To learn more about John, visit www.johngirard.net

B   Knowledge Management and Open Data for Innovation

Registration and refreshments: 12.30 pm
Workshop starts: 1.00 pm
Afternoon break: 2.30 pm
Workshop continues: 2.45 pm
Workshop ends: 4.00 pm

Facilitated by:
Jeanne Holm, Senior Technology Advisor to the Mayor, Assistant General Manager at City of Los Angeles, Chief Information Officer & Director of Education, In Unison, Distinguished Instructor, UCLA, Fellow, International Academy of Astronautics, United Nations

About the workshop:
By definition, open data is machine-readable data that can be freely used, reused and redistributed by anyone – subject only, at most, to the requirement to attribute and share-alike.

But what open data can do is far more important. Open data means transparency and efficiency in organisations.

It allows you to create innovative solutions and new businesses that help address community problems such as transportation or affordable housing. It means more engaged citizens, bringing together public and private organizations and bridging gaps.

Open data is disruptive. It has the potential to create a better future for everyone. It's about creating dialogue, creating innovative technologies and highlighting the real business needs for open data.

This workshop will take Jeanne's forum session to the next level, by providing you with global case studies and tactical, hands-on tools to unleash the power of your network and data.
This workshop will:
• 	Give you a hands-on toolkit in using open data from novice to expert levels
• 	Help you develop you own strategies in open data's uses within your own organisation

About the workshop leader:
Jeanne Holm works at the cross-section of innovation, open data, and education. She is the Deputy CIO of the City of Los Angeles, working on issues ranging from homelessness to predictive analytics. As a senior consultant with the World Bank, she worked with governments throughout the world to build robust open data ecosystems and ensure transparency. She was the Evangelist for Data.Gov for the U.S. White House, leading collaboration and building communities with the public, educators, developers, and international and state governments in using open government data. She was the Chief Knowledge Architect at NASA/JPL, driving innovation through social media, virtual worlds, gaming, and collaborative systems, including the award-winning NASA public portal (www.nasa.gov). She is a Fellow of the United Nations International Academy of Astronautics and Distinguished Instructor at UCLA, leads several high-tech startups, and has more than 130 publications on information systems, knowledge management, and innovation.

Her research and courses focus on data science, knowledge management, and civic innovation. Her honors include the NASA Exceptional Service Medal for leadership (twice), top 50 Women in Tech, NASA Achievement Award for her work on the Galileo and Voyager spacecraft, three Webby's from The International Academy of Digital Arts and Sciences, and she led NASA to an unprecedented three global Most Admired Knowledge Enterprise (MAKE) awards.

5 WAYS TO BOOK YOUR PLACE AT THIS EVENT

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POST: Send the completed registration form to Ark Group Australia Pty Ltd, Suite 2, 69 Carlton Crescent, Summer Hill, NSW 2130

KM Australia 2018: Sydney
1-2 August 2018, Holiday Inn Potts Point

Send One Person to Both Days,
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Delegate	Day One and Both Workshops	Day One & One Workshop ☑ A or ☑ B	Day One	Post-forum workshops ☑ A or ☑ B
Standard pricing	☐ $3580+ GST = $3938	☐ $2190 + GST = $2409	☐ $1495 + GST = $1644.50	☐ $695 + GST = $764.50
Early bird (exp: 14/06/2018) Not valid with any other offer	☐ Save $1000 $2580 + GST = $2838	☐ Save $400 $1790+ GST = $1969	☐ Save $300 $1195 + GST = $1314.50	☐ Save $100 $595 + GST = $654.50

Delegate	Name	Job title	Twitter Handle	Email
1st				
2nd 50%				
3rd 50%				
4th 50%				

Signature

I have read and accepted the booking conditions

Please note: Payment must be received in full prior to the event to guarantee your place

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Expiry date

Cardholder's name

Cardholder's signature

☐ Payment enclosed (Cheques should be made payable to Ark Group Australia Pty Ltd)
☐ Please invoice me

Booking conditions

1. Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
2. Payment must be received in full prior to the course.
3. All speakers are correct at the time of printing, but are subject to variation without notice.
4. If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
   ▪ Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
   ▪ In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.

5. For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
5. All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
6. All cancellations must be received in writing.
7. Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
8. All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
9. Delegates are responsible for their own travel, accommodation and visa requirements.

Event venue and accommodation

Best available rates are available at

Holiday Inn Potts Point

203 Victoria St, Potts Point NSW 2011

https://www.holidayinnpottspoint.com.au/

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