CUSTOMIZE COLLABORATION PLATFORMS AND COMMUNITIES FOR BETTER SHARING AND LEARNING

COLLABORATION PLATFORMS, EXPERTISE LOCATOR AND COMMUNITIES

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KM PRACTITIONER
GOVERNMENT SECTOR - UAE
KM practitioner for 12 years

- Government of Dubai
- Doctoral Studies in Knowledge Management
  (Investigating the impact of organizational culture on knowledge sharing intentions among employees)
- Experienced in managing a collaboration platform from A to Z
AGENDA

- Define the challenge
- Define Key Objective on Necessary Levels
- Learn from others
- Important Alignments
- Start your Development Journey
  - Elements you need to think about
- Managing Expectation and Engagement
  - Engage stakeholders
  - Capture feedback on continuous basis
- Learn from Lessons
- Adding a personal touch
Understand the challenge, understand the need

**How?**

- Annual Audits
- Knowledge Management Maturity Assessment
- Interviews / questionnaires with Business Units
- Knowledge Champions / Ambassadors
Why?

 Locating experts

 Utilizing expertise of existing employees

 Sustaining and retaining knowledge

 Enhancing collaboration
DEFINE OBJECTIVES

- Organisational Objectives
- Human Resources Objectives
- Innovation Objectives
- Individual Objectives
EXAMPLE: OBJECTIVES (COLLABORATION PLATFORMS, EXPERTISE LOCATOR AND COMMUNITIES)

Utilize DEWA Internal Experts and Develop Internal Capabilities

Enhance Individual Productivity

Accelerate Business Velocity

Support In Developing Employees Cross Functional Capabilities

Spreading A Culture Of Learning And Innovation

Cost Saving/ Less Reliance On Outsourced Services
LEARN FROM OTHERS

Research, Research and Research!

- KM Specialised Databases
- Best Practices and Case Studies
- Benchmark for local organisations within your region
IMPORTANT ALIGNMENTS

International Best Practices

Business needs

Business City / Cities

INTERNATIONAL STANDARD
ISO/30401

Knowledge management systems — Requirements
Systèmes de management des connaissances — Exigences

International Standards

ISO/TC 260
Secretariat: ANRE
Voting begins on: 2017-11-23
Voting ends on: 2018-02-15

ICS: 03.100.30
START YOUR DEVELOPMENT JOURNEY

ELEMENT YOU NEED TO THINK ABOUT
SELECT A METHODOLOGY THAT WORKS FOR YOUR FIRM

**Approach**

**WATERFALL**
Development of the software flows sequentially from the start point to the end point.

**AGILE**
Agile method proposes incremental and iterative approach to software design.
BEST IMPLEMENTATION APPROACH

Implementation

NO FOCUSED ENGAGEMENT
The whole organization at once

VS

FOCUSED ENGAGEMENT
Selected segments, specific teams, focused engagement plans

Project Teams

Communities

Core Business Teams
IMPORTANT INTEGRATIONS

**Data Sources**

No Integrations

- Inconsistency Data
- Inaccurate data
- Duplication
- Employees start to lose interest

**VS**

Integration with Enterprise Resource Planning Software

- Microsoft Dynamics
- HARMONY PSA
- ORACLE
- Bitrix24
- SAP
LOOK AND FEEL MATTERS

Interface

• Unfriendly user interface which promotes lack of employee engagement

VS

• Friendly user interface which is simple to be used
KPIs & Reporting

• Automatic calculations
• Less time
• Direct less manpower (open person)

VS

• Manual calculations
• More time
• More manpower needed to extract reports
MANAGING EXPECTATION AND ENGAGEMENT

- Collaboration platforms is not meant to capture everything and anything!
- It doesn’t solve all KM-related problems but it helps a lot
- It is not a magic tool - any IT tool or technology depends on people
- Without proper change management, engagement and marketing plans this will not work
Capture Feedback → Study Feedback → Factor feedback and good suggestions in the upcoming phases
AFTER EACH PHASE OF THE PROJECT LEARN FROM LESSONS

“THE ONLY MISTAKE IN LIFE IS THE LESSON NOT LEARNED”.
ALBERT EINSTEIN

1. Identify lessons
2. Identify corrective actions
3. Put lessons into practice
4. Lessons learned
EXAMPLE OF LESSONS IDENTIFIED

What worked well for this project or the project team?

- Engagement
- Mitigation of IS Risks
- Clarity
- Team Spirit
- Common Goal
- Leadership Support
- Learning From Previous Experience

Legend:
- Information Security
- Enterprise Planning
- Information Technology
- Project Manager
EXAMPLE OF LESSONS IDENTIFIED

What didn’t work well for this project or the project team?

- Lack of IS Policy Awareness in Business Units
- IS Review Time was Not Factored In
- Project Plan Compliance
- IS Delays
- Some Features not Released
- Scope Growth
- Project Plan Compliance
- Keeping Up With Growing Business Needs

Legend
- Information Security
- Enterprise Planning
- Information Technology
- Project Manager
People Connect With People

Dealing with different personalities and misunderstandings

- Take the extra step to understand individuals and learn about their preferred way of communication etc.

Challenges with national culture when dealing with people

- Learn about different national cultures and how actions are perceived from where they stand, not judging based on your own perception

Change the energy around you

"Your first and foremost job as a leader is to take charge of your own energy and then help to orchestrate the energy of those around you.” Dr Peter Drucker
THANK YOU

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