



**actkm**  
FORUM

...exploring the role of knowledge management in organisational renewal

The ACT Knowledge Management (actKM) Forum

**4<sup>th</sup>** Annual Conference

27th - 28th October 2003

Manuka Oval Conference Facility Canberra



Registration Brochure and Program



### Invitation from the Convenor

The act Knowledge Management (actKM) Forum's 4th Annual Conference will be held in Canberra, on 27 and 28 October 2003.

This year, an Executive Breakfast followed by a half-day introductory workshop, will be held on the day preceding the conference. The Executive Breakfast is a special KM session targeted at executive level management in Government. The KM Introductory workshop is an ideal opportunity for those new to KM to develop an understanding of what KM really means.

The Conference will commence with a plenary session, including a keynote address on 'Minimising Knowledge Loss from the Retirement Boom' followed with two streams, focussing on 'Innovation, 'Communication and Collaboration' and 'Governance and Organisational Capability'.

The program we have developed is sure to be both educational and informative for all who attend. In 2002, the conference feedback was positive and we are sure that this year will be an even greater success.

We encourage you to take part in our 2003 Conference and hope to see you there!

Ron Robinson  
Convenor actKM



### Sponsors








### Conference Organising Committee

Shayne Smith	(Marketing)
Amanda Horne	(Program)
Kerry Moir	(Sponsorship)
Kate Muir	(Awards)
Ron Robinson	(Convenor)
Brett Peppler	(Program)



### Conference Managers



Conference Solutions Pty Ltd  
as agent for actKM

postal	PO Box 238, Deakin West ACT 2600
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facsimile	02 6285 3001
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### Conference Theme

....exploring the role of knowledge management in organisational renewal

Knowledge management and organisational renewal provides the focus for the 2003 actKM Conference. Finding ways to capture knowledge has become an imperative, given the increasing emphasis on 'knowledge work' in the public sector, and the risk posed to corporate memory through loss of employees. Organisational renewal also embraces a wider agenda including corporate governance, innovation and learning, workforce planning and workplace practices. The theory and practice in these areas is explored by our keynote speakers and in the concurrent sessions.



### Guest Speaker

**Dave Snowden**, Director, Cynefin Centre, Wales and Former Director, Institute for Knowledge Management, IBM

Dave Snowden is one of the founders of organic knowledge management, who pioneered the use of story techniques as a means of knowledge disclosure and a key aspect of creating a knowledge strategy. He has also worked on the integration of learning and knowledge using models derived from complexity science and the development of advanced techniques for the management of informal communities and the simulation of social networks.



### Executive Breakfast

proudly sponsored by Alphawest

**Date:** Monday, 27 October 2003  
**Time:** 7.15am - 8.45am  
**Venue:** Southern Cross Yacht Club  
Mariner Place, Lotus Bay  
Yarralumla ACT 2600  
**Cost:** \$30 per person  
(full buffet breakfast included)

### Guest Speakers

**Keith Besgrove**, Chief General Manager, Regulation and Analysis, The National Office for the Information Economy (NOIE), Knowledge Management and the Information Economy

**Professor Ron Johnston**, Executive Director, Australian Centre for Innovation and International Competitiveness  
Innovation, Knowledge Management and Building Organisational Capability.

The Executive Breakfast is an opportunity for executives to gain a deeper understanding of KM as it pertains to managerial decision-making. The breakfast is an optional activity, therefore it is not included in the registration fees. Should you wish to attend, please indicate on the registration form.  
Note: Non-conference participants may attend



### KM Concepts Workshop

**Monday, 27 October 2003**

Develop an understanding of what KM really means. This workshop will consist of three presentations introducing a variety of aspects of Knowledge Management. An ideal opportunity for newcomers to knowledge management to gain a better understanding of what it is, why it is important and how it is implemented. This will provide context for full participation in the conference.

### Guest Speakers

**James Thomson**, Management and Business Group, Standards Australia  
Introduction to the Key Elements of Standards Australia's KM Framework

**Mark Rogers**, Director, Information Policy and Strategy, IP Australia

Electronic Recordkeeping Systems and their Relationship to KM

**Shawn Callahan**, IBM Knowledge Manager Practice Leader



## Conference Program Tuesday, 28 October 2003

8.00am	Arrival and Coffee	
8.00am - 9.00am	Registration Desk Open	
9.00am - 9.10am	<b>Welcome and Introduction</b> Ron Robinson, Convenor actKM	
9.10am - 9.30am	<b>Opening Address</b>	
9.30am - 10.00am	<b>Keynote Address: Minimising Knowledge Loss from the Retirement Boom</b> Kate Andrews, Director, Knowledge Management, BDO Kendalls	
10.00am - 10.30am	Morning Tea	
<b>STREAMS</b>	<b>Innovation, Communication &amp; Collaboration</b>	<b>Governance &amp; Organisational Capability</b>
10.30am - 11.15am	A Socio-Technical View of KM in Communities Helen Hasan, Associate Professor, Information Systems University of Wollongong	A General Approach to the Governance, Management and Utilisation of Data, Information and Knowledge in Organisations David Glynn Jones, Principal Consultant, DGJ Consulting Pty Ltd
11.15am - 12.00pm	Knowledge and Innovation in Service Functions and Service Firms Grag Timbrell, Queensland University of Technology	Know-How and Workforce Planning Robert Perey, Knowledge Index Pty Ltd
12.00pm - 1.00pm	Lunch	
1.00pm - 1.45pm	<b>Keynote Address</b> Dave Snowden, Director, Cynefin Centre, Wales and Former Director, Institute for Knowledge Management, IBM	
<b>STREAMS</b>	<b>Innovation, Communication &amp; Collaboration</b>	<b>Governance &amp; Organisational Capability</b>
1.45pm - 2.25pm	Virtual Project Teams as a Method for Empowering Individual Staff James Dallow, Online Program Manager - Asia, Ernst & Young	'COMSTAT' as a Performance and Knowledge Management System Inghard Ehrenberg, Manager, Compstat Project, Victorian Police
2.25pm - 3.05pm	Knowledge Leadership: New Ways, New Classrooms, and New Teachers Jenny Lewis, Principal, Noumea Primary School, New South Wales	The Knowledge Workforce and the Challenge for HRM Leanne Whicker, Senior Consultant, Knowledge Management BDO Kendalls
3.05pm - 3.35pm	Afternoon Tea	
<b>STREAMS</b>	<b>Innovation, Communications &amp; Collaboration</b>	<b>Governance &amp; Organisational Capability</b>
3.35pm - 4.15pm	The Benefits of Good KM Practices in Cultural Institutions Tony Bray, National Gallery of Australia	The Role of the Human Mind in Management and the Influence on Organisational Capability Hamid Soltani, Director, SoltaniTherapy
4.15pm - 4.55pm	Communities of Practice at the Canberra Institute of Technology Peter Le Cornu, Dean, Canberra Institute of Technology	ICT Governance - Facilitating Effective Information and Knowledge Management Ian Barndt, Manager, IT Strategic Development & Governance Department of Communications, IT and The Arts
4.55pm - 5.10pm	<b>Conference Close</b> Ron Robinson, Convenor, actKM	
7.00pm	actKM Conference Dinner and Inaugural KM Awards Rydges Capital Hill Hotel	

disclaimer: Conference program outline is subject to change without notice

Forum proudly sponsored by Objective

### Registration Fees and Networking Opportunities

Package 1 \$695  
Conference, Workshop and KM Awards Dinner  
Package 2 \$450  
Conference and KM Awards Dinner  
Package 3 \$395  
Conference only  
Package 4 \$245  
Workshop only

#### Registration Package Inclusions

**Package 1** - Conference and Workshop (1 ½ days) and KM Awards Dinner

- Attendance at the conference sessions on Tuesday, 28 October
- Attendance at the KM Concepts Introductory Workshop on Monday, 27 October 2003
- Name badge, conference satchel and materials
- Afternoon tea on Monday, 27 October 2003 and morning tea, lunch and afternoon tea on Tuesday, 28 October 2003
- Attendance at the Welcome Cocktail Party on Monday, 27 October 2003

- Attendance at the Conference Dinner and Inaugural KM Awards on Tuesday, 28 October 2003

Package cost \$695

**Package 2** - Conference (1 day) and KM Awards Dinner

- Attendance at the conference sessions on Tuesday, 28 October
- Name badge, conference satchel and materials
- Attendance at the Welcome Cocktail Party on Monday, 27 October 2003
- Morning tea, lunch and afternoon tea on Tuesday, 28 October 2003
- Attendance at the Conference Dinner and Inaugural KM Awards on Tuesday, 28 October 2003

Package cost \$450

**Package 3** - Conference only (1 day)

- Attendance at the conference sessions on Tuesday, 28 October 2003
- Name badge, conference satchel and materials
- Attendance at the Welcome Cocktail Party on Monday, 27 October 2003
- Morning tea, lunch and afternoon tea on Tuesday, 28 October 2003

Package cost \$395

**Package 4** - Workshop only (1/2 day)

- Attendance at the KM Concepts Introductory Workshop on Monday, 27 October 2003
- Name badge, conference satchel and materials
- Afternoon tea on Monday, 27 October 2003
- Attendance at the Welcome Cocktail Party on Monday, 27 October 2003

Package cost \$245



### Other Conference Activities

#### Welcome Cocktail Party

proudly sponsored by DGJ Consulting Pty Ltd

**Date:** Monday, 27 October 2003  
**Time:** 5.00pm - 6.00pm  
**Venue:** Manuka Oval Conference Facility  
**Cost:** \$40 per person

This will be an opportunity for informal networking, early conference registration and an ideal time to meet and greet old and new colleagues while enjoying light refreshments. The Welcome Cocktail Party is included in the registration fees. Additional tickets may be purchased for accompanying guests - please book via the registration form.

#### Conference Dinner and Inaugural KM Awards

proudly sponsored by SMS Management and Technology

**Date:** Tuesday, 28 October 2003  
**Time:** 7.00pm for 7.30pm  
**Venue:** Rydges Capital Hill  
**Cost:** \$90.00 per person

The Conference Dinner is included in the registration fee Packages 1 and 2. Additional tickets may be purchased- please book via the registration form.

The Inaugural KM Awards will be presented in conjunction with the Conference Dinner at Rydges Capital Hill on Tuesday, 28 October 2003. This will be an opportunity to recognise public sector excellence in KM. The Knowledge Management Awards encompasses the following

- Cultural initiatives
- Technology initiatives
- Combined cultural and technological initiatives (Platinum criteria)



### Accommodation

#### Rydges Capital Hill

Cnr Canberra Avenue and National Circuit  
Forrest ACT 2603

Standard Room: \$156 room only  
(single/double/twin)  
Breakfast \$22.50 per person

A deposit equal to one night's tariff must accompany hotel booking requests. Alternatively, credit card details may be forwarded to secure your booking. Personal or company cheques will not be accepted unless prior arrangements have been made directly with Rydges Capital Hill. Due to hotel requirements all bookings must be received by Friday, 26 September 2003. After this date bookings cannot be guaranteed. Please book early to avoid disappointment. All delegates are responsible for paying the balance of their account when checking out of the hotel.

### Enquiries to



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web www.con-sol.com

Please visit our web-site at <http://www.actkm.com>  
to download a copy of this brochure



## 4th Annual Conference Registration Form

### Conference Managers

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email: actkm@con-sol.com website: <http://www.actkm.com>  
ABN 790 129 261 86



### Section A Conference Registration Details

Surname \_\_\_\_\_ First Name \_\_\_\_\_ Title \_\_\_\_\_

Organisation | Department \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

E-mail \_\_\_\_\_ Web-site \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ Facsimile ( ) \_\_\_\_\_ Mobile \_\_\_\_\_

Preferred Name on name badge \_\_\_\_\_



### Section B Registration Fee Packages - all fees are inclusive of GST

Package 1 - Conference and Workshop including Conference Dinner	<input type="checkbox"/>	\$695
Package 2 - Conference, including Conference Dinner	<input type="checkbox"/>	\$450
Package 3 - Conference only	<input type="checkbox"/>	\$395
Package 4 - Workshop only	<input type="checkbox"/>	\$245

By completing this registration form, you will automatically be registered as a member of the actKM Forum. Please note: Membership is free.  
If you do not wish to become a member, please indicate.  NO I do not wish to become a member of the actKM Forum (please tick if applicable)



### Section C Special Requirements

Note any special requirements regarding health, physical disabilities, diet etc \_\_\_\_\_



### Section D Other Conference Activities

#### Executive Breakfast

Not included in registration fees - tickets \$30 per person

Yes I will be attending the Executive Breakfast on Monday, 27 October 2003. I would like to purchase \_\_\_\_\_ tickets @ \$30.00 per person

#### Welcome Cocktail Party

Included in registration fees - cost for guests is \$40 per person

Yes I will be attending the Welcome Cocktail Party on Monday, 27 October 2003

No I will NOT be attending the Welcome Cocktail Party on Monday, 27 October 2003

I would like to purchase \_\_\_\_\_ additional tickets @ \$40 per person

#### Conference Dinner and KM Awards Dinner

Included in packages 1 and 2 - additional tickets \$90 per person

Yes I will be attending the Conference Dinner and KM Awards on Tuesday, 28 October 2003

No I will NOT be attending the Conference Dinner and KM Awards on Tuesday, 28 October 2003

I would like to purchase \_\_\_\_\_ additional tickets @ \$90 per person



### Section E Accommodation at Rydges Capital Hill

Please reserve the following

Standard Room \$156 (room only)  single  
 double  
 twin

Date in \_\_\_\_\_ ETA \_\_\_\_\_ Date out \_\_\_\_\_ ETD \_\_\_\_\_

I have arranged to twin share with \_\_\_\_\_

Please note: Accommodation Deposit - one night's accommodation payment is required to confirm your booking OR alternatively you may secure the booking with a credit card number.

Please secure my booking with:  Mastercard  Visa  Bankcard  Diners  Amex

Credit Card No

Card Holder's Name \_\_\_\_\_ Expiry Date \_\_\_\_\_ Signature \_\_\_\_\_

NB Your credit card details will be forwarded to the hotel as security. No monies will be deducted from your credit card unless you fail to cancel your reservation in accordance with the hotel policy.



### Section F Fees Summary Sub-Totals

Section B	Registration Fee Package	\$ _____
Section D	Other Conference Activities	\$ _____
Section E	Accommodation at Rydges Capital Hill	\$ _____
	<b>Total Enclosed</b>	<b>\$ _____</b>

My cheque is attached made payable to 'Conference Solutions - actKM'  
 or  Registration faxed through, cheque to follow  
 or  Please debit my credit card

Mastercard  Visa  Bankcard  Diners  Amex

Credit Card No

Card holders Name \_\_\_\_\_ Expiry Date \_\_\_\_\_ Signature \_\_\_\_\_

Authorisation amount \$ \_\_\_\_\_



### Enquiries to

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 email actkm@con-sol.com website <http://www.actkm.com>  
 ABN 790 129 261 86

#### Privacy Statement

In registering for this conference, relevant details will be incorporated into a delegate list for the benefit of all delegates (name and organisation only), and may be made available to parties directly related to the conference including Conference Solutions, ACT Knowledge Management Forum (actKM), the Conference Organising Committee, venues and accommodation providers (for the purposes of room bookings and conference options), key sponsors (subject to strict conditions) and other parties associated with related conferences. By completing this registration form, you acknowledge that the details supplied by you may be used for the above.