

actKM 2012

The actKM Forum's 12th Annual Collaborative Workshop

When: 23 - 24 October 2012

Where: The Inspire Centre, University of Canberra – Bruce Campus

How much: \$690

The actKM knowledge management forum is excited to announce that it is holding its 2012 practicum in newly opened Inspire Centre at the University of Canberra. Once again, the cost will be held at the very affordable price of \$690 per person.

We are looking for participants that are passionate about how organisations are managed. You should be prepared to enthusiastically engage with other KM/OD practitioners and professionals that are willing to share their experiences or views on our theme of '**Connecting Knowledge - building the knowledge-centric organisation**'.

We have been fortunate to acquire access to the newly opened [INSPIRE Centre](#) at the freshly constructed Building 25 at the University of Canberra. This state of the art collaborative space is intended to spearhead innovation in the use of technology in education. We intend to use the facility to showcase our capability for innovation, build knowledge resources and share best practice over a two day collaborative event.

Key Speakers

We can announce that we have lured following outstanding KM professionals:

Kerry Christiansen - Wikis And Social Media – Escaping From Foreign Trade Battles To Building Local Community Social Capital.

Cory Banks - A picture is worth a thousand words: Using visualisation to improve discovery and transfer of knowledge and information.

Dr Graham Durant Law – How the numbers add up when interconnecting the organisation

Dr Laurie Lock Lee and Viv Read - From Sense Making To Collaborative Action

Dr Nina Evans & Rob Malcolm - Fusing IT and Business – Sharing Understanding a Knowledge

Dr Kate Andrews and David Williams – KM Think Tank - Tapping into Fast and Slow Thinking

Dr Arthur Shelley – An interactive conversation on “The Behavioural DNA of collaboration”

Sandra D'Souza Social Content – The Future of Connecting Relevant Content with People

Nerida Hart & Michelle Lambert - Using social media to connect and collaborate

Sanaz Moayer - Creating sustainable competitive advantage within the Australian mining sector

We are continuing to innovate in our conferences and this year is no different. In addition, we will be sharing and experiencing KM strategies through a wealth of interactive events such as:

- a poster corner and competition for KM consultants and providers
- a 'KM Bucket' raid
- Annual dinner and actKM awards with a round of our infamous '*table fables*'

Registration

Our [Online Registration Form](#) is available for you at <http://actkm2012.eventbrite.com/>. If you prefer to pay on presentation of an invoice, contact the Treasurer at treasurer@actkm.org

General enquiries

More information will be made available in the lead up to the event. Any other enquiries about the conference can be e-mailed to convenor@actkm.org.



www.actkm.org

actKM
FORUM

Where

Building 25 - The Inspire Centre, University of Canberra – Bruce Campus – entry via Ginninderra av



BUILDING 25



The INSPIRE Centre

actKM Dinner, Presentation of Awards and after dinner activity

Soju Girl restaurant 41/43-45 Northbourne Avenue Canberra (02) 6257 5328



Day 1 Tuesday 23th October 2012 Canberra, AUSTRALIA

9:00 am – Welcome and opening comments – David Williams, Convenor ActKM

9:10 Opening Address

Michael (Mick) Chisnall is the Director of the Australian Capital Territory's Government Information Office established in 2011 to drive Whole of Government ICT/IM strategy, e_Government and the use of Web 2.0. Before this, Mick re-designed and led the ACT Government's shared ICT services organisation for five years, supporting 9 diverse departments on a cost recovery basis.

Keynote Speech

9:30 am An interactive conversation on "The Behavioural DNA of collaboration"

Dr Arthur Shelley, Intelligent Answers

Have you ever considered what the behavioural signature of your community is and how this effects how they interact? In this session participants will explore how we can actively manage our behaviours and adapt them to the situations we face.

Arthur Shelley is founder and CEO of Intelligent Answers, an independent capability development and knowledge strategy consultancy. He also lectures in KM at RMIT.

10:45 Morning tea

10:50 am Fusing IT and Business – Sharing Understanding and Knowledge

Dr Nina Evans & Rob Malcolm

This paper and presentation explores the way in which shared understanding and knowledge can be used to help break down the communication barriers and 'fuse' IT and the business together. One of the foundation criteria for fusion between the business and IT is that "Business clients and IT professionals understand each other's worlds and speak a common language". A shared understanding of their business environment and a common language is required by the people concerned to build 'common' knowledge and mutual awareness.

Dr Nina Evans is Associate Head of the School of Computer and Information Science (CIS) at the University of South Australia in Adelaide. Rob Malcolm has over 30 years as an IT and business professional working in the finance, manufacturing and transport sectors.

12:30 Lunch

Filling the knowledge bucket

1:20 pm Overview of the INSPIRE Centre for ICT in education

Professor Rob Fitzgerald

The INSPIRE Centre for ICT in education is a hub and network for excellence and enterprise in learning. INSPIRE is learning commons, a place to imagine, experiment and design new ways of working and learning digitally.

1:40 pm Using social media to connect and collaborate

Michelle Lambert and Nerida Hart

This session will explore implementations of social media and provide insight to developing plans and processes for your social media strategy. We will cover how to align the requirement for social media with your Business Plans and how to ensure your strategy, delivery and governance is consistent with both the business and community needs.

2:15 pm Afternoon tea

3:10 pm Creating sustainable competitive advantage within the Australian mining sector:

Sanaz Moayer

This paper aims to explore the opportunities and benefits arising from the application of an integrated KM, ICT, and Data Mining framework within the minerals and metals mining sector, principally located in Western Australia (WA). It presents a conceptual framework for integrating so called hard, ICT and soft, human systems representing the explicit and tacit knowledge embedded within broader networks of mining activity.

3:50 pm KM Think Tank - Tapping into Fast and Slow Thinking

Dr Kate Andrews and David Williams

This workshop introduces and compares the work by Malcolm Gladwell (Blink, The Tipping Point and Outliers) and Daniel Kahneman (Thinking Fast and Slow) and explores with the audience how knowledge is used during rapid cognition. What is common sense and is it really common (or even useful?)

Kate Andrews is Principal of KNOWABLE and previously the partner for Intellectual Capital for BDO Kendalls and is Adjunct Professor at QUT. David Williams is the Convenor of actkm is lectures in KM systems at the University of Canberra.

6:30 pm actKM Dinner, Presentation of Awards and after dinner activity

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Day 2 Wednesday 24th October 2012 Canberra, AUSTRALIA

9:00 am – Welcome and opening comments – Graham Durant-Law

9:10 Wikis & Social Media - Escaping from Foreign Trade Battles to Building Local Community Social Capital

Kerrie Christian ARPANSA

This session follows a strategic planning activity to establish a collaborative social media campaign and invites the audience to share similar journeys. It covers previous failures and deals with the challenges of leading conservative stakeholders through the uncharted waters of social media.

Kerrie is an Occasional Consultant Metallurgist, Community Social Media Strategist, Quality & KM Specialist with ISO, ARPANSA, Standards Australia, American Society for Quality.

10:00 am How the numbers add up when interconnecting the organisation

Dr Graham Durant-Law HyperEdge

Network science is replete with numbers, algorithms and formulas. Often, to the uninitiated, these numbers are akin to numerology and represent a “black art” understood only by a few. In this presentation, some of the mathematical patterns of organisations and how they dictate how organisations operate will be demystified. Even though organisations are complex and often chaotic, they still align to the num3ers.

Graham Durant-Law believes building superior organisations can be achieved by using evidence-based methods like SNA. He is one of just a handful of international experts in this field.

10:50 am Morning tea

11:10 am From Sense Making to Collaborative Action

Dr Laurie Lock Lee, Optimice

Viv Read, Emerging Options

This session explores the complexity space through the marriage of tools used in narrative interpretation and social networking. The context is a community support service looking to navigate its way through the complexity of cross sector service integration and a future involving contestable services. The Cynefin Sensemaker tools have been used to elicit deep seated issues amongst the multiple stakeholder groups. Once identified, the challenge is then to facilitate collaborative action in addressing the issues.

12:15 pm Lunch

1:00 pm A picture is worth a thousand words

Cory Banks

In this session, Cory will lead the group through using visualisation to improve discovery and transfer of knowledge and information.

Cory is a Knowledge & Information Strategist at Kore Business with a background in change management, facilitation, business improvement, learning and development, content management, information management, information technology and customer relationship management.

2:00 pm Afternoon tea

Presentation of Posters

2:30 pm Social Content – The Future of Connecting Relevant Content with People

Sandra D'Souza

With the exponential growth in social media, it is becoming increasingly important for organisations and experts to shift their thinking from traditional sales marketing to engaging their customers in meaningful ways. Sandra D'Souza, CEO of Curate Bee will discuss the shift in knowledge economy where it is expected for organisations and experts to have engaging and relevant conversations on all social media platforms.

3:15 pm Free4all – KM learning and Development.

Dr Arthur Shelley

A collaborative workshop to develop the ultimate knowledge management learning and development program. KM continues to be taught in a number of tertiary facilities with mixed. There is no overarching industry body representing KM practitioners that consulted on the development of these course. This is an opportunity to put forward a view from practitioners on what should be taught in KM courses.

4:15 pm Reflection

An un-conference, peer assisted open-space session to target sense-making emergent issues arising from conference.

4:30 pm Wrap up

Graham Durant-Law and David Williams