

Event Guide

KNOWLEDGE MANAGEMENT, INFORMATION AND DATA: CONVERGENCE AND STATE OF THE ART

13-14 September 2023, Online

Professional Sponsors



Programme

Day One 13 September 2023

Conference Chair: Alec McCutcheon, UNICOM

10:15 - 10:20	UNICOM'S Welcome & Conference Chair's Introduction
10:20 - 10:50	Better Decision Making and Innovation, Drawing on Knowledge Management <i>Madhukar Kalsapura, Founder & Chief, Knowurture Health Solutions India Pvt Ltd</i>
10:55 - 11:25	A Case Study – Building The KM Culture <i>Ved Prakash, Chief Knowledge Officer, Trianz</i>
11:30 - 12:00	Innovation in Knowledge Management: Insights from Startups <i>Dr Madanmohan Rao, Co-founder, MXR.world</i>
12:00 - 12:15	Break
12:15 - 12:45	Exploring the Benefits of Generative AI for Knowledge Management: Beyond Large Language Models <i>Deepak Das, Lead Knowledge Management, Grant Thornton LLP</i>
12:50 - 13:20	Knowledge Management Leading Change Management <i>Lochan DV, Senior Knowledge Manager, Pegasystems</i>
13:25 - 13:55	Designing and Re- Energising a Knowledge Program <i>Parasmoni Goswami, Assistant Director, EY Knowledge GDS</i>
13:55 - 14:30	Lunch Break
14:35 - 15:05	Community of Practice and Tacit Knowledge <i>Dave Snowden, Director & Founder – The Cynefin Centre, CSO – The Cynefin Company</i>
15:10 - 15:40	The Personal Knowledge Management Imperative (Future Proof Yourself – Future Proof Your Employer) <i>Rooven Pakkiri, People Analytics and Social KM Consultant, Knowledge Management Institute</i>
15:40 - 15:55	Break
16:00 - 16:30	Closing Key Note -The Future of Knowledge Management 2023 - 2030 <i>Ron Young, CEO/CKO, Knowledge Associates Cambridge Ltd</i>
16:35 - 17:20	Panel: Evolving Knowledge for a Changing World
	Panel Moderator: <i>Dr Madanmohan Rao, Co-founder, MXR.world</i>
	Panellists: <i>Ved Prakash, Chief Knowledge Officer, Trianz</i> <i>Lochan DV, Senior Knowledge Manager, Pegasystems</i> <i>Parasmoni Goswami, Assistant Director, EY Knowledge GDS</i> <i>Madhukar Kalsapura, Founder & Chief, Knowurture Health Solutions India Pvt Ltd</i> <i>Ron Young, CEO/CKO, Knowledge Associates Cambridge Ltd</i>
17:20 - 17:25	End of Day

Day Two 14 September 2023

Workshops

09:45 - 09:55	UNICOM's Welcome and Introduction to The Day
10:00 - 11:30	Lean KM: Optimising KM for Immediate Returns <i>Sanath Sukumaran, Managing Partner and Knoco Affiliate Partner, Agile Management Consultancy</i>
11:40 - 12:40	Narrative as Knowledge <i>Elmi Bester, Programme Lead for Knowledge Management, The Cynefin Co.</i>
12:40 - 13:10	Lunch Break
13:10 - 14:10	Effective Knowledge Working With AI <i>Ron Young, CEO/CKO, Knowledge Associates Cambridge Ltd</i>
14:20 - 15:20	ISO 30416 - A Trojan Horse for Organisational Transformational <i>Rooven Pakkiri, People Analytics And Social Km Consultant, Knowledge Management Institute</i>
15:20 - 15:30	Closing Announcement and End of Conference.

#KnowledgeManagement

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Sponsors' Profiles

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KM Institute is the global leader in knowledge management certification/training, and home to the #1 Certification: the Certified Knowledge Manager (CKM) Program. KMI trains and certifies KM team members in the methods and tools that enable individuals and organizations to transform (and substantially improve) human performance in the Knowledge Age.
www.kminstitute.org



Founded in 2014, Knowledge Management Global Network (KMGN) is a global partnership of KM networks (18 currently) which continually co-creates and shares value-added KM assets and ideas. Institutionalised and registered in Singapore in 2021, KMGN is governed by a Board of Directors, Committees, and Co-Leading Team. We endeavour to collaboratively push the KM profession forward, through effective network sharing and cross pollination of ideas. We seek to support the needs of local KM networks by leveraging on each other's strengths and resources. Every year, KMGN conducts activities like annual courses, round tables, research community, and global HackMthon. Our shared knowledge base has also been growing, including our Youtube video library: (<https://www.youtube.com/@kmgkn-knowledgemanagementgl8342>)

Speakers' Profiles

	ELMI BESTER, Programme Lead for Knowledge Management, The Cynefin Co. Elmi Bester is the Programme Lead for Knowledge Management at The Cynefin Co, and also looking after the growing global community of Cynefin, SenseMaker® and complexity practitioners. She is particularly interested in how we bring the richness of the growing collection of methods for naturalising sense-making into the practice of knowledge management and organisations. She holds a Masters in Information and Knowledge Management from the University of Stellenbosch, and her current interest is in the role of narrative in organisations as distributed knowledge systems.
	DEEPAK DAS, Lead Knowledge Management, Grant Thornton LLP Deepak Das leads Grant Thornton LLP's knowledge management practice in India and strategically supports the firm's vision of knowledge sharing, collaboration, and employee engagement. A member of the India Leadership team, he works closely with the firm's Knowledge Leader to build best-in-class knowledge products and solutions to elevate internal customer and user experience, drive impactful change, and deliver exceptional results. A management consulting professional for 18 years, Deepak has deep and proven expertise in Product Management, Digital Marketing, Knowledge Management, Enterprise Content Management, Platform Migration, Project Management and Web-Analytics. He takes pride in working with freshers and incubating new capabilities, particularly with Gen-Y professionals. In his previous role at Deloitte, he successfully led a group of 15 Gen-Y individuals and played a key role in supporting digital transformation projects for the UK and US offices.
	LOCHAN DV, Senior Knowledge Manager, Pegasystems As a Senior Knowledge Manager, I handle a team of brilliant and passionate technical writers, curriculum developers, and forum moderators. I work with support teams across the globe to support their knowledge needs which revolve around documentation, internal communication, and enablement. I drive strategic and tactical projects which have strong knowledge needs. I love helping teams connect the dots to realize the big picture and supporting my team to achieve their goals. I'm a minimalist writer with strong communication skills.
	PARASMONI GOSWAMI, Assistant Director, EY Knowledge GDS In the early 2000s when Bangalore became the spotlight of globalization, I shifted to this dream city to take a leap in my education and then start my career. I started my career with AOL; though I loved customer service, I soon realized my love for writing, and editing and my inclination to a more creative work profile. I moved on to become an editor for the Movie Fone page in the AOL web service. After that moved companies including a startup based out of Hyderabad which gave me ample opportunities to write and open up my social marketing skills. This experience landed me in Accenture 10 years back. It was an exciting journey of leading a team, being an individual contributor, setting up a team, and building infrastructure for social media collaboration and Knowledge Management. A year back got an opportunity in one of the big 4, and joined EY to diversify my content and knowledge management horizon.
	MADHUKAR KALSAPURA, Founder & Chief, Knowurture Health Solutions India Pvt Ltd Knowledge-Management in the innovative economy opens up several new avenues to be explored in the direction of solving real world problems. I am a Knowledge Management professional with a career spanning over 17 years with reputed organizations, leading Strategic Program Management, Change Management, Digital Asset Strategies, Innovation Management, Information Management Strategy and Governance related functions. Experience in Media Broadcasting, Telecom, IT, Power and Infrastructure Industries. Worked in and Managed Global teams across US, Europe, Scandinavia and South Asia.
	DR MADANMOHAN RAO, Co-founder, MXR.world Madanmohan Rao is research director at YourStory Media and editor of five book series (http://amzn.to/NpHAoE). His interests include creativity, innovation, knowledge management, and digital media. Madan is also a DJ and writer on world music and jazz.
	ROOVEN PAKKIRI, People Analytics and Social KM Consultant, Knowledge Management Institute A Digital Evangelist and who began his KM career in the dot.com era; I am particularly interested in the points where Society, Technology and Business intersect and the paradigm shifts that occur whenever this happens.
	VED PRAKASH, Chief Knowledge Officer, Trianz Ved Prakash is a senior industry professional with a global industry experience of three decades in a variety of leadership roles with strategic, business and operational responsibilities. He is the Chief Knowledge Officer at Trianz. Previously with CGI Group and Wipro, he had set up globally recognized KM programs. He also consults other organizations on their knowledge transformation journeys. He is a Board Member of KM Global Network, Member of CII National KM Committee, and is on the KM Advisory Board of National e-Governance Division.
	DAVE SNOWDEN, Director & Founder - The Cynefin Centre, CSO - The Cynefin Company Dave Snowden is the chief scientific officer of Cognitive Edge. His work is international in nature and covers government and industry looking at complex issues relating to strategy, organisational decision making and decision making. He has pioneered a science based approach to organisations drawing on anthropology, neuroscience and complex adaptive systems theory. He is a popular and passionate keynote speaker on a range of subjects, and is well known for his pragmatic cynicism and iconoclastic style.
	SANATH SUKUMARAN, Managing Partner and Knoco Affiliate Partner, Agile Management Consultancy Dr. Sanath Sukumaran (PhD in Knowledge Management) has over 22 years of experience in providing training, consulting, coaching, and advisory services for a broad segment of industries. His areas of expertise are knowledge management, agile transformation, learning and development, and human empowerment. His passion is assisting individuals and teams in achieving agile ways of working, focusing on team empowerment as the basis for productivity improvement. Dr. Sanath is a sought-after speaker at global conferences and other events due to his ability to connect, make ideas palatable, and positively influence stakeholders. In 2021, Dr. Sanath was involved as a resource person by the Asian Productivity Organization (APO) based in Tokyo, Japan. He has also served as an Atlassian (world largest's agile tooling company) Community Leader for Malaysia since 2021.
	RON YOUNG, CEO/CKO, Knowledge Associates Cambridge Ltd Ron Young is the founder of Knowledge Associates, an international knowledge and innovation management consulting and solutions company based at St Johns Innovation Centre, Cambridge U.K. He is acknowledged as a leading international expert and thought leader in strategic knowledge asset management and innovation. He specialises in knowledge driven results for organisations. He advised and assisted the UK DTI Innovation Unit in 1999 in the production of the UK Government White Paper 'UK Competitiveness in the Knowledge Driven Economy'. He regularly provides keynote presentations and workshops at leading knowledge management & innovation conferences around the world.

Organiser's Profile



Established in 1984, UNICOM is a global, independent provider of IT, Finance and Management related events and training. UNICOM organises events in which leading edge topics are presented in a format that allows maximum interaction between industry, research and academe. These events also bring together end-user organisations with vendors who provide solutions and services.

Among the topic areas covered are Cloud, Blockchain, DevOps, Digital Transformation, Data Analytics, Software Testing, Agile, Programme and Project Management, Sentiment Analysis, Financial Analytics, Artificial Intelligence & Machine Learning, Optimisation and Risk Management.

UNICOM's events provide a meeting place for IT industry professionals, management, techno-executives and subject experts focusing on business, management and technical issues.

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