EFFECTIVE KNOWLEDGE MANAGEMENT

27 April 2023, Online in EMEA Time Zone

Time: 09:30 - 17:00 BST

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Programme

The times stated in the programme are in BST

Conference Chair: Dhira Mitra, UNICOM

Time	Session
09:30 – 09:40	UNICOM's Introduction
09:40 – 09:50	Introduction to Sponsors and Supporting Bodies
09:51 – 10:22	**Radical KM: Evolving Knowledge for A Changing World** *Stephanie Barnes, Chief Chaos Organiser, Entelechy*
10:24 – 10:56	**Case Study: Cross Organizational Knowledge Inventory** *Bart Verheijen, CEO, GuruScan*
10:56 – 11:26	**Stimulating and Using Informal Networks for Knowledge Flow** *Dave Snowden, Director & Founder – The Cynefin Centre, CSO – The Cynefin Company*
11:26 – 11:31	Coveo's Tool Demo
11:32 – 11:41	Booth Viewing & Break
11:41 – 12:11	**Effective Knowledge Working - Human and AI Dimensions** *Ron Young, CEO / CKO Knowledge Associates Cambridge Ltd.*
12:13 – 12:43	**Case Study: Delivering Knowledge and Information Management in NWS** *Hank Malik, GDF Head of Knowledge Management, Nuclear Waste Services and Seda Luke, Information and Knowledge Lead, Nuclear Waste Services, NDA*
12:45 – 13:15	**Panel: Designing and Re-Engineering A Knowledge Management Programme** *Panellist: Hank Malik, GDF Head of KM, Nuclear Waste Services, NDA Stephanie Barnes, Chief Chaos Organiser, Entelechy Bart Verheijen, CEO, GuruScan Ved Prakash, Chief Knowledge Officer, Trianz Nick Milton, Director and Co-Founder, Knoco Ltd*
13:15 – 13:20	Coveo's Tool Demo
13:21 – 13:35	Booth Viewing & Lunch Break
13:35 – 14:05	**The Importance of Governance in KM** *Nick Milton, Director and co-founder, Knoco Ltd*
14:07 – 14:37	**The Personal Knowledge Management Imperative (Future Proof Yourself - Future Proof Your Employer)** *Rooven Pakkiri, People Analytics and Social KM Consultant, Knowledge Management Institute*
14:39 – 15:09	**A Case Study – Building The KM Culture** *Ved Prakash, Chief Knowledge Officer, Trianz*
15:11 – 15:41	**Elevate Your KM Strategy by Using AI to Power Knowledge** *Juanita Olguin, Sr. Director of Marketing, Coveo and Rosanna Stephens, Manager of Insight & Discovery Experiences, Adobe*
15:41 – 15:51	Q & A Session
15:51 – 16:21	**Panel: Better Decision Making & Innovation Drawing on Knowledge Management** *Panellist: Hank Malik, GDF Head of KM, Nuclear Waste Services, NDA Seda Luke, Information and Knowledge Lead, Nuclear Waste Services, NDA Sarah Le Breton, Senior Knowledge Manager, Met Office Stephanie Barnes, Chief Chaos Organiser, Entelechy Nicholas Smith, Head of Knowledge and Information Management, NHS Resolution Rosanna Stephens, Manager of Insight & Discovery Experiences, Adobe*
16:23 – 16:40	Conference Chair's Summing Up and End of Conference.

#KnowledgeManagement   #KMUNICOM

Sponsors' Profiles

Platinum Sponsor

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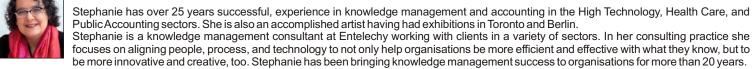
Relevance is what creates a differentiated digital workplace experience. Coveo is the world's leading cloud-based relevance platform that acts as an intelligence layer, injecting relevance into the digital workplace with AI-powered solutions spanning from intelligent search through to knowledge recommendations for intranet search, employee self-service, and departmental knowledge needs. Coveo has more than 1,500 successful implementations around the world, with clients including Tableau, Dell, Palo Alto, Xero and Motorola Solutions. Coveo is supported by a network of accredited global partners, integrators and alliances, including Salesforce, ServiceNow, Sitecore, Accenture, Deloitte, and Ernst & Young.
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Squirro is a generative AI-enabled semantic enterprise search and insight cloud for searching, analyzing, and interpreting unstructured data. Squirro is ISO 27001 certified. The company has been recognized as a Visionary in the 2021 and 2022 Gartner Magic Quadrant for Insight Engines.
Squirro's unique technology marries Artificial Intelligence, Machine Learning, Predictive Analytics, symbolic AI – like Knowledge Graphs – and Generative AI. With that, they empower organizations to transform enterprise data into AI-driven insights and bespoke recommendations.
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KMI — KM INSTITUTE™

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

Speakers' Profiles

STEPHANIE BARNES, Chief Chaos Organiser, Entelechy

Stephanie has over 25 years successful, experience in knowledge management and accounting in the High Technology, Health Care, and Public Accounting sectors. She is also an accomplished artist having had exhibitions in Toronto and Berlin.
Stephanie is a knowledge management consultant at Entelechy working with clients in a variety of sectors. In her consulting practice she focuses on aligning people, process, and technology to not only help organisations be more efficient and effective with what they know, but to be more innovative and creative, too. Stephanie has been bringing knowledge management success to organisations for more than 20 years.

SARAH LE BRETON, Senior Knowledge Manager, Met Office

Sarah is an Organisational Development specialist who is responsible for growing the Knowledge Management capability at the Met Office. Prior to joining the Met Office in 2018, she worked for 17 years in Professional Services. She loves bringing people together to solve shared problems and make working life easier and more fulfilling. She's currently focused on improving the discoverability of knowledge and digital accessibility.

SEDA LUKE, Information and Knowledge Lead, Nuclear Waste Services, NDA

Seda is an experienced Transformation Lead with over twenty years of experience in that field, working for major Global Companies, based both within the UK and abroad. Head of Information Governance and Knowledge Management, Seda is a recognised KM subject matter expert delivering solutions within her own Company and across the wider UK industry; blending people, process, tools and technology. Experience includes implementing Transformation projects in the Middle East and UK, both within the energy sector, engineering, and government. Seda has led numerous transformation initiatives and Teams, speaks at international conferences and represents the UK on a number of international committees responsible for producing standards and guidance in the area of Knowledge and Information Management.

HANK MALIK, GDF Head of Knowledge Management, Nuclear Waste Services

Hank is an experienced Knowledge Management and Transformation Lead, Specialist, Practitioner, Author, and Speaker with over twenty years working in the fields of Knowledge, Information, Change Management and Learning and increasingly Digital Transformation. Hank is a recognised KM subject matter expert delivering solutions with a blend of people, process, content, learning and technology. He has experience with implementing KM internationally, including the Middle East, Europe, the US, and Japan specialising in the energy sector (nuclear, oil, gas, renewables), engineering, and Central Government.

NICK MILTON, Director and co-founder, Knoco Ltd

Nick Milton is director and co-founder of Knoco Ltd (www.knoco.com) with nearly 30 years experience in Knowledge Management. Working with Knoco Ltd, Nick has helped develop and deliver KM strategies, implementation plans and services in a wide range of different organizations around the globe. He has a particular interest in Lessons Learned programs, and has managed major lessons capture programs, particularly in the area of mergers and acquisitions, and high technology engineering. Nick is co-author of "The Knowledge Manager's handbook" and was on the team that created ISO standard 30401, the management systems standard for KM, and BS34401, the UK guide to use of the standard.

JUANITA OLGUIN, Sr. Director of Marketing, Coveo

Juanita Olguin is Sr. Director of Marketing at Coveo. She has been in the productivity, digital workplace and content management space over the last decade and is on a mission to help companies everywhere leverage the power of AI & smart tech.

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.
I am a published author and speaker on the subject of Social Knowledge Management and Collaborative Decision Making.

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, Chief Scientific Officer, Cognitive Edge

Dave Snowden is the founder and 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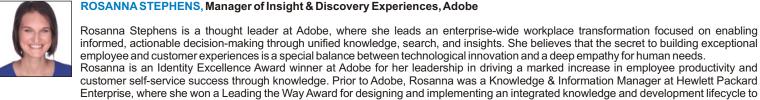 passionate keynote speaker on a range of subjects, and is well known for his pragmatic cynicism and iconoclastic style.

ROSANNA STEPHENS, Manager of Insight & Discovery Experiences, Adobe

Rosanna Stephens is a thought leader at Adobe, where she leads an enterprise-wide workplace transformation focused on enabling informed, actionable decision-making through unified knowledge, search, and insights. She believes that the secret to building exceptional employee and customer experiences is a special balance between technological innovation and a deep empathy for human needs.
Rosanna is an Identity Excellence Award winner at Adobe for her leadership in driving a marked increase in employee productivity and customer self-service success through Knowledge. Prior to Adobe, Rosanna was a Knowledge & Information Manager at Hewlett Packard Enterprise, where she won a Leading the Way Award for designing and implementing an integrated knowledge and development lifecycle to enable teams to deliver higher quality products more quickly.

BART VERHEIJEN, CEO, GuruScan

Bart is the founder of GuruScan and has over 15 years of experience in knowledge management, database management and tech solutions. His specialty is creating technologies based on facts from science combined with consultancy practice in complex business environments. Bart is also a (guest) lecturer at various universities and gives international masterclasses for B2B clients on knowledge management topics.

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

UNICOM

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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