

KM Challenge 04

Driving Performance through
Knowledge Collaboration

Conference Proceedings

Taronga Zoo
30-31 March 2004



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INTRODUCTION

The verve and vibrancy of the Knowledge Management community in Australia is strikingly evident. Knowledge management interest groups are meeting regularly across the country. Email discussion in our national discussion groups has doubled in frequency compared to the previous year. More and more we are seeing the senior appointments of Knowledge Managers and Directors in both industry and government. Student numbers in KM courses is up. Consulting opportunities are multiplying. Plus, the KM Standard is approaching finality due to the great work of the committee.

This year's conference covers a broad range of topics in the knowledge management discipline. When you read these papers and listen to the messages of the speakers a couple of important themes begin to emerge.

The first theme is that knowledge management practitioners are linking our discipline's practices to business objectives in a clearer and more focused way. There is now greater alignment between KM strategies and broader business strategies in firms that have embraced knowledge methods. Executives now more clearly understand the value proposition of employing a knowledge perspective to analyse a business situation. They are seeing benefits from the application of KM tools and techniques to improve business processes and goals.

A second theme is the changing nature of our language. In the past we spoke of knowledge creation and knowledge transfer. Today we use words such as innovation and collaboration. I believe this change in the language of knowledge management is engaging a wider audience in the business and government community.

Finally, there is a trend towards integration in knowledge approaches in Australia. This is reflected in the interim standard where they talk about people, processes content and technology. It's evident in the papers in this conference. It's apparent when you listen to senior knowledge managers and directors talk about their experiences and case studies. It's visible in the research community.

For Australia, this is not a new phase or chapter in the development of knowledge management lead by others. Rather it is a new conversation in our knowledge management community.

So for this year's conference our emphasis is on advancing this conversation. We want to promote collaboration between our delegates, our speakers and within our community. Our aim is to change our topic presentation style from a one-way street to a busy knowledge marketplace.

We hope you enjoy the conference.

Greg Timbrell

Program Chair and Editor

PREFACE

This conference has been organised by SAI Global Professional Services.

The papers have been reviewed by the program committee of expert peers using a blind review process.

Program Committee

The following individuals were members of an advisory board who helped design the conference program and select presenters.

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The following people provided feedback to the authors.

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