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Exploring the robustness of Rapid Deployment Collaboration Tools - Experiences from several KM technology workshops

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Abstract

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Much of the focus on KM technologies is on enterprise-based KM systems e.g. search engines, knowledge portals, electronic document management systems, content management systems etc. As such these systems are top-down deployed, centrally controlled, rigidly governed and takes months to deploy. While there are strong reasons for these systems to remain, they are generally not robust enough to support instantenous, unstructured and ad hoc collaborations especially when pursuing the ever diminishing window of business opportunities. This talk outlines a range of people-based bottom up collaboration and knowledge sharing tools that are readily configurable to use by knowledge workers. The strengths in these tools vest in the speed to deploy, support for ad hoc but intensive (intra and inter-organizational) collaborations, trust building and harnessing/expansion of professional and social networks. Through an action learning approach, a series of participative KM technology workshops were held for the government and private sectors. These workshops are custom designed and aim to raise the awareness of such tools, provide hands-on experience for the participants, explore the limitations (via the introduction of shocks/interventions), foster a group learning environment and distill the lessons learnt. In a wider context, the presenter will also discuss how PolyU's Knowledge Management Research Centre applies action learning in many of its projects by positioning the real world as the "outside KM Labortatory".