

From the Chairperson's desk

Dr. Refiloe Mabaso



In this issue:

- **KMSA Programme update—2**
- **Follow the KMSA Blog—3**
- **Look back, before you look forward—4**
- **KM Trends 2024—7**
- **KMSA Imbizo 2024—9**

2024 is upon us with exciting opportunities for growth as we end the current KMSA Board term office. By the end of this term, we will kick-start the process of appointing the eight directors who will be leading KMSA for the next three years. The past three years have been sterling to all of us who served as board members. We achieved a lot with your support. We have seen membership growth, both individual membership and corporate membership, and various channels of communication have been developed to ensure we communicate effectively with all members, non-members and key stakeholders we continued sharing relevant content that created membership value.

The board started the year with a strategic planning workshop, mapping out the year ahead. This year's strategic plan outlined, among others, an increase in membership, content provision (publications, webinars, Global KM Week and 2024 KMSA Conference), formalising the accreditation process with SAQA (KMSA professionalisation), as well as enhancing the awards and recognition of KM members delivering excellence.

We continue reclaiming our presence in various sectors (private, public, academia and NGOs) by creating strategic relationships and partnerships, contributing and participating meaningfully, and raising awareness of KMSA's objective of an association representing the interests of Knowledge Management Practitioners and the professionalisation, promotion, study and standardisation of knowledge management practices in South Africa. We will remain at the forefront of providing the latest KM trends and developments in SA. Your participation and support are always the motivation and impetus for KMSA's success. ■

KMSA Programme update



Dr. Hanlie Smuts

Embark on a transformative journey of knowledge management with our thought-provoking and insightful program spanning from March to November 2024!

Join us for a webinar focusing on knowledge automation by using Generative AI and then a deep dive into knowledge discovery, featuring essential tools, tips, and tricks. Our journey then continues with a session exploring social and collaboration technologies for knowledge automation, followed by investigating the art of creating a conducive space for knowledge sharing.

The highlight of the 2024 program is certainly the KMSA Imbizo, “Championing a knowledge-sharing culture” which will be held in Umhlanga. Explore the significance of data in the digital economy, and do not miss the session unravelling the commonalities between Knowledge Management (KM) and User Experience (UX). This year’s program concludes with a webinar discussing the enhancement of KM governance frameworks.

Seize this opportunity to revolutionise your approach to knowledge management and stay ahead in the dynamic landscape of information and innovation. ■

2024 Program

March	12 March – Webinar <i>Theme:</i> Knowledge automation through using Generative AI
April	9 April – Webinar <i>Theme:</i> Knowledge discovery – tools, tips and tricks
May	14 May – Webinar <i>Theme:</i> Social and collaboration technologies for knowledge automation
June	11 June – A panel discussion moderated by Anika Meyer <i>Theme:</i> Creating “space” for knowledge sharing
July	9 July – Webinar <i>Theme:</i> Shifting your focus from knowledge capture to knowledge creation
August	22-23 August KMSA Imbizo <i>Theme:</i> Championing a knowledge-sharing culture
September	10 September - Webinar <i>Theme:</i> Is data still the new oil of the digital economy?
October	8 October – Webinar <i>Theme:</i> What do KM and UX have in common?
November	12 November – Webinar <i>Theme:</i> To enhance or not enhance your KM governance framework
December	Programme 2025 launched

View the programme on the [website](#) or catch up on past webinars [here](#)

KMSA IMBIZO 2024

CHAMPIONING A knowledge sharing CULTURE

21 - 23 August 2024

The Coastlands, Umhlanga



Championing a knowledge-sharing culture involves creating an environment where individuals and teams actively share information, expertise, and insights to drive learning and innovation.

A knowledge-sharing culture is paramount in today's dynamic business landscape, aligning closely with several pivotal themes. The growing role of social collaboration is amplified when organisations prioritise a culture that encourages open dialogue and the exchange of insights. By fostering an environment where team members freely share their expertise and experiences, companies elevate their human experience (HX) management. Employees feel empowered and engaged, contributing to a positive workplace environment.

Furthermore, a knowledge-sharing culture not only improves knowledge management metrics and measurement capabilities, and showcases the tangible value of knowledge sharing, but it also integrates seamlessly with business processes, enhancing overall efficiency and effectiveness. Moreover, a knowledge-sharing culture facilitates personalisation, tailoring solutions and approaches to individual needs and preferences, ultimately driving innovation and growth within the organisation.

We look forward to receiving your proposals and shared insights on the exciting future of knowledge management. We would like to ensure that as many people as possible are able to take part in the conference in 2024!

Some topics that may guide your thinking:

Culture

- Building a knowledge-sharing culture - strategies and best practices.
- The power of collective wisdom: fostering knowledge sharing in teams.
- Embedding knowledge sharing in organisational culture - case studies and success stories
- Instilling a mindset that values knowledge as an asset to be shared, for mutual benefit.

Knowledge exchange

- Integrating knowledge sharing as a fundamental component of day-to-day business operations.
- Cultivating a learning organisation by encouraging continuous knowledge exchange.
- Supporting initiatives that encourage cross-functional collaboration and information flow.
- Enabling a structured approach to capturing, organising, and distributing organisational knowledge.
- Overcoming barriers to knowledge sharing and collaboration.
- Nurturing a sense of community and interconnectivity by promoting knowledge sharing.

Technology

- Leveraging technology for effective knowledge sharing within your organisation.
- Emphasising the ethical and responsible sharing of information for the greater good.
- Generative AI - merging human and artificial intelligence.

Strategy

- Incentivising knowledge sharing - rewards, recognition, and motivation strategies.
- Creating platforms and spaces that facilitate easy access to shared knowledge resources.

Measurement

- Aligning organisational values with the importance of sharing knowledge for collective success.
- Measuring the impact of knowledge sharing on organisational performance.

Workforce

- Creating a knowledge-sharing ecosystem - from leadership to frontline employees.
- Engaging remote and hybrid teams in knowledge sharing - virtual strategies.
- Fostering a collaborative environment that thrives on shared insights and expertise.
- Establishing mentorship programs that promote the transfer of knowledge and skills within the organisation.

**Submit your presentation proposal or your
academic KM paper [here!](#)**

Follow the KMSA blog

Blogs serve a multifaceted purpose since they act as dynamic platforms for individuals and organisations to share information, insights, and perspectives with a global audience. Blogs provide a cost-effective means of establishing an online presence. They are user-friendly platforms that allow even those without extensive technical expertise to engage with the content regularly.

Another key purpose of a blog is to facilitate

communication and engagement. The platform allows for direct interaction through comments, fostering a sense of community and dialogue among readers.

So, please follow the KMSA blog—you can access it from the website and share your comments, observations, best practices and personal mastery there. We are looking forward to learning from - and engaging with - you!




Hanlie Smuts
Feb 15 · 4 min

Leading KM Trends for 2024 by Brayn Wills

In this hyper-connected era and ubiquitous computing world, a tsunami of knowledge is being generated and share...

29 views 0 comments




KMSA
Jan 15 · 1 min

12 KM resource hubs

KM resources, with links to useful sources of knowledge about the field

29 views 0 comments




KMSA
Jan 4 · 5 min

How to Navigate the Future of Knowledge Management with AI

Artificial Intelligence (AI) is changing the way we store, organize, and use information to better face future...

37 views 0 comments




Hanlie Smuts
Dec 8, 2023 · 2 min

Knowledge Collaboration and Connection

To strengthen the knowledge community through unity and relevance within the sub-continent, becoming a central conta...

10 views 0 comments




KMSA
Dec 8, 2023 · 3 min

Innovative Technologies - Generative AI by Dr Candice Borgstein

Bill Gates once stated, "Most people overestimate what they can achieve in a year and underestimate what they can..."

3 views 0 comments




Hanlie Smuts
Dec 8, 2023 · 1 min

The top 10 – create value from knowledge in organisations by Dr...

Knowledge management enables individuals to stimulate innovation and the cultural changes needed to evolve t...

16 views 0 comments

Look back, before you look forward

We often engage in retrospective analysis as a strategic tool to inform future decisions and actions. By looking back, we gain valuable insights into past successes and challenges, allowing for a more informed and forward-thinking approach. Examining historical data and trends enables the identification of patterns and lessons learnt, which can be applied to enhance future planning and mitigate potential risks. Moreover, reviewing past initiatives helps in understanding member needs and preferences, aiding in the development of more relevant and effective programs. Ultimately, a retrospective view provides a foundation for strategic foresight, empowering us to adapt to changing landscapes and better serve our members in the years to come.

T. Powers shares a few powerful reasons to look back, before you look forward:

1. *Shorten the learning curve.* Look to the past to learn how to move more efficiently and streamline the process.
2. *Do not repeat mistakes.* Everyone makes mistakes, but if we learn from them, we can focus on continuous improvement.
3. *Predict the future better.* The best indicator of future behaviour is past behaviour. You can predict patterns, cycles and trends by looking at the past.
4. *Build on your successes.* Through an honest, thoughtful analysis of your role, you can make your contribution a slam dunk success in the future.
5. *Learn from other people's mistakes.* Model their good choices and learn from their mistakes. It does not need to be your experience for you to benefit from awareness, knowledge, skills and learning.

Looking back at 2023, KMSA hosted monthly webinars and masterclasses, the annual conference and participated in a much anticipated KMGN week! Robust debates were held, panel



members debated practices and lessons learnt, and excellence was awarded! Members could learn about the metaverse, AI, being “data rich but knowledge poor”, and recognising knowledge as a strategic asset! All with one united goal: to advance knowledge management!

As we kick off 2024, we aim to foster awareness and interest in knowledge management with KMSA - Knowledge, Mobility, Synergy, and Advancement.

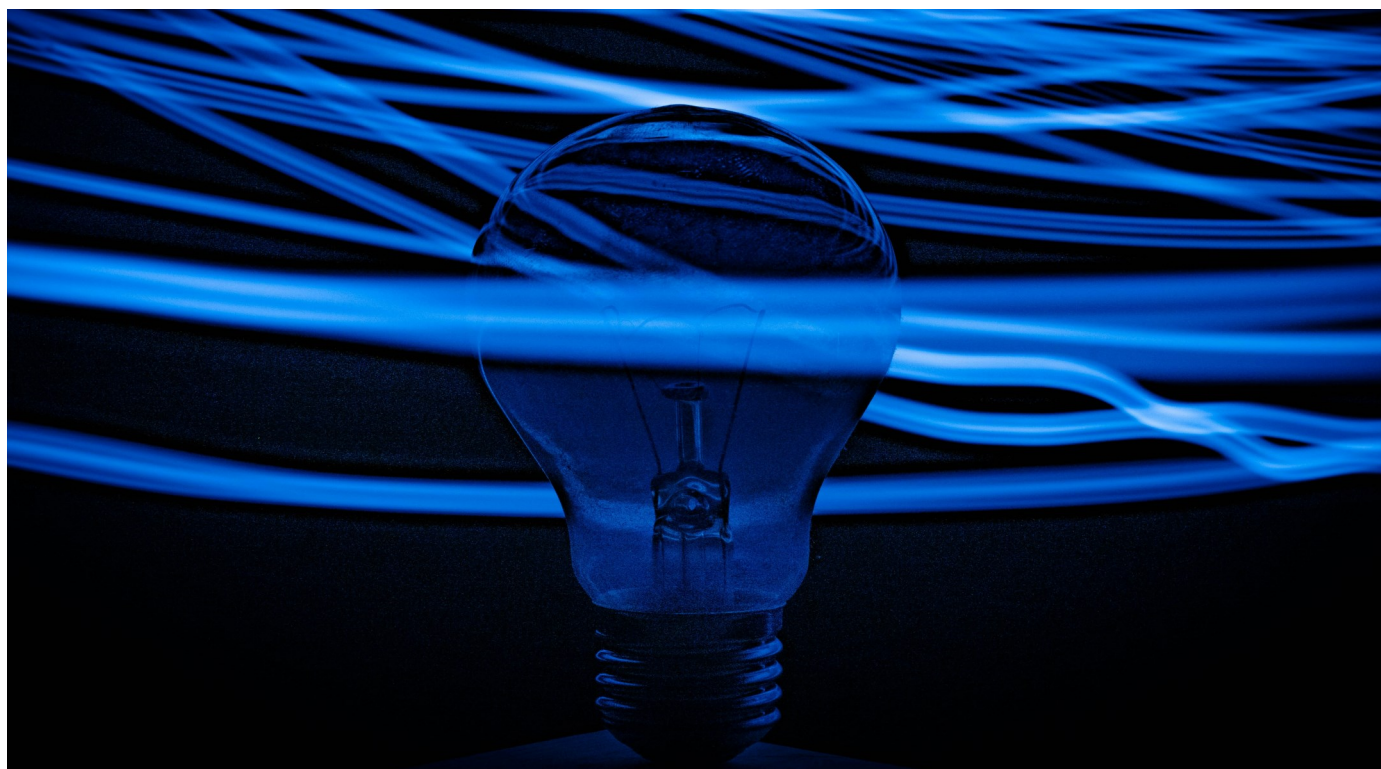
K - Knowledge, the cornerstone of progress and insight. Our celebration of Knowledge during this week underscores the vast collective of insights, experiences, and expertise that exist within each of us and our communities. Knowledge enables us to move forward, empowers us to innovate, and equips us to grapple with the challenges that confront our world.

M - Mobility, the dynamic force propelling ideas across borders. In an increasingly interconnected world, mobility is essential for the dissemination of knowledge and ideas. It encourages us to explore beyond our familiar landscapes and embrace new perspectives. Through mobility, we bridge divides, foster collaboration, and create a global network of learning and understanding.

S - Synergy, the magic that happens when diverse knowledge comes together. Synergy amplifies our individual capacities, transcending boundaries and disciplines to achieve collective greatness. By fostering collaboration and the integration of diverse expertise, we unlock novel solutions and drive positive change, laying the foundation for a brighter future for all.

A - Advancement, the ultimate goal of our collective endeavours. Advancement represents progress, growth, and evolution. Through sharing knowledge, leveraging mobility, and fostering synergy, we strive to advance our societies, technologies, economies, and most importantly, our understanding of the world and its intricacies.

This year we are celebrating the power of KMSA. Let us embrace the boundless opportunities for growth and innovation that it represents. Together, we can propel the world towards a future enriched by knowledge, fuelled by mobility, strengthened by synergy, and driven by advancement. Thank you for being a part of this transformative journey. Let us make this year a testament to our shared commitment to shaping a better world through the power of collective wisdom and insight! ■





KNOWLEDGE
MANAGEMENT
SOUTH AFRICA

BECOME A MEMBER NOW

Member benefits include:

- Monthly knowledge management workshops & webinars
- Annual industry/knowledge convention
- Lively KM focused digital chat group
- Regular news bulletins
- International networking opportunities
- Professional credentialing

Contact 011 061 5000 or
kmsaservices@vdw.co.za



Wider adoption of Artificial Intelligence

Integration with AI to make the knowledge management process within organisations more efficient and less time-consuming including categorisation, tagging, classification, content analysis, and so on.

Social and collaborative technologies

Organisations should encourage their employees to share knowledge gained from their daily experiences on internal social networks, wikis, forums, and other digital tools. This will help other employees who might be facing the same issue find answers directly, which would improve productivity.

These technologies are becoming vital components of KM as it is helpful to have a single platform consolidating experiences gained and fostering collaboration among team members.

Knowledge automation

Automating knowledge management related (KM) practices is considered a key element in knowledge management trends because it allows organisations to improve efficiency and effectiveness in their daily operations.

Automating knowledge-intensive tasks can help to:

- **Reduce errors:** The risk of errors decreases, and the output quality increases when manual tasks are automated without human interference, especially for retaining knowledge.
- **Improve accuracy:** When manual knowledge tasks are automated, organisations can expect the same level of consistency which would assist in improving the accuracy of knowledge being shared.
- **Increase speed:** Automation will speed up the execution of a business operation, improving the organisation's performance overall.
- **Scalability:** Automation can help handle large amounts of data and repetitive tasks, which can be a challenge for humans to perform.

More integration with business systems

KM systems will become more powerful when integrated with other systems used within organisations. This will help with the overall digitalisation plan as more and more workflow automation can be implemented in addition to creating a holistic view of customer and organisational knowledge.

We also anticipate an increase in the out-of-the box integration connectors that would align with an overall KM strategy. The goal is to reduce wasted time, declutter opened tabs and applications, and improve employee experience.

Cloud-based solutions

According to Gartner, 82% of companies plan to allow employees to continue working from home for the foreseeable future.

One of the most critical knowledge management trends is the migration from on-premises solutions to cloud-based solutions. This will help reduce costs related to hardware and maintenance. In addition, it is easier to scale up or down depending on your organisation's business needs.

Organisations may find that outsourcing specific tasks and responsibilities is an effective strategy to free up employee time and resources. There are several benefits to outsourcing hardware, software, and maintenance schedules, including access to specialised expertise and increased scalability.

User experience (UX) is king

No matter how advanced the KM software you are using, if it is not providing

the best user experience, your employees will not use it. This fact is well known by solution providers and one of the most critical knowledge management trends is to provide the smoothest user experience possible.

When the KM system is simple to use, employees will be able to find the required information quickly, easily navigate the portal, and collaborate with other team members in the most effective way.

Intelligent search

As more and more organisations are adopting different systems to be used across departments, these systems are directly or indirectly creating their own repositories. Having so many information silos in your organisation can have extremely negative effects on how your employees can access information and the time needed to locate it.

Intelligent search employs AI technologies such as machine learning, computer vision, semantic search, and natural language processing to provide employees with more accurate and personalised search results. It breaks down data silos in businesses, allowing information to be extracted from potentially any data source.

Search intelligence can deliver smarter results faster and provides a single point of access to enterprise content sources, allowing data to be enhanced, searched, and analysed in both structured and unstructured formats.

Discussion forums

Discussion forums are becoming extremely essential in any KM initiative as they have the capacity to foster collaborative learning and information exchange. Forums provide a digital workplace for employees in an organisation to share insights, experiences, and expertise in a structured manner.

In addition, they offer a centralised hub for knowledge sharing and retrieval, which allows everyone easy access to the knowledge accumulated by other colleagues to drive innovation faster.

Full customisation

Personalised interfaces and functionalities enhance user experience, promoting greater engagement and productivity among employees. In a world where one-size-fits-all systems are becoming outdated, customisation empowers businesses to deliver an exceptional digital journey that will make your employees feel empowered to share their expertise.

Personalised notifications

In this world where we are receiving too much information in a way that our brains can't handle, tailored notifications are helping us to stay informed about what really matters to us. Most KM systems nowadays provide a way for us to select which notifications we would like to receive based on different criteria such as roles, preferences, and context.

This will help encourage us to know when a certain reply to our question is available to enable quicker decision-making.

Powerful tagging

Effective tagging provides a structured and intuitive way to categorise and retrieve knowledge assets. These tags enable users to assign metadata, keywords, and contextual information to content, making it searchable, discoverable, and highly relevant.