

IN THIS ISSUE

- ▶ From the Chair
- ▶ KMSA Programme Update
- ▶ Getting to Know KMSA Members
- ▶ Academic Corner
- ▶ News Update
- ▶ Upcoming Events
- ▶ Global KM Trends
- ▶ Multimedia Gallery

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FROM THE CHAIR

KMSA has been in existence for just 5 years, during this period it has become a Knowledge Management brand to be reckoned with and our international footprint is steadily growing. It had always been our desire to drive member-centricity and create intimate communication that fosters engagement, participation and raise members' understanding of KM.

It is, therefore, my pleasure to introduce this new offering from KMSA, the **In The KNOW** Newsletter. The purpose of this Newsletter is to keep KMSA members informed of KMSA programmes, latest news, upcoming events, academic and research studies. The Newsletter is profiling KMSA members to get to know each other more.

We appreciate all the support we receive from members and partners through various activities like attending the KMSA annual convention and webinars, active engagements in the WhatsApp group and other social media platforms. I therefore call on all KMSA members and partners to support this newsletter, share with it with fellow practitioners and provide content to make it highly informative and exciting.

COVID-19 pandemic is still a big concern, please remain safe and well.

Mr. Kholane Chauke
KMSA Chairperson



KMSA NEWSLETTER NAME WINNER

Congratulations to **Ntambo Moloji**, your submission "**In The Know**" was selected to be the name of the KMSA Newsletter!

A big thank you to Mawande Mangesi, Refiloe Mabaso, Emily Masemola, Sefura Mongalo and Joanne Cornelissen who also submitted names.

“Knowledge has become the key economic resource and the dominant—and perhaps even the only—source of competitive advantage” - **Peter Drucker**

KMSA PROGRAMME UPDATE



MS. REFILOE MABASO
DEPUTY CHAIR

“The new digital workplace is reshaping the value proposition of Knowledge Management (KM). The manner in which we used to work and respond to the needs of our KM workplace has and continues to change.”

One thing that 2021 has taught us is that, disruption persists and KM professionals need to adapt and innovate to respond and provide the knowledge needed to sustain the competitiveness of our respective industries and sectors. As KMSA, we remain in the forefront of these changes to ensure that KM Professionals are in the leading-edge of knowledge provision.

In the past few years KMSA hosted a number of events ranging from workshops, training sessions, webinars and conferences. These events raised awareness of KMSA and increased collaboration amongst members. In 2021, we will host more of virtual webinars as well as the 5th Annual Convention (e-Imbizo Week) to be held virtually from 24 to 27 August 2021, with a theme **Co-Creating the Knowledge Agenda to Build Social Capital**. Please remember to register for the convention on this [link](#).

“KMSA aspires to be the professional association of knowledge management practitioners in South Africa. We are excited on the progress made by the Professionalisation Committee in applying for accreditation with the South African Qualification Authority (SAQA).”

To this end a Code of Conduct and Disciplinary Procedure, Continuous Professional Development (CPD), Recognition of Prior Learning (RPL) and Professional Designation policies will be introduced in due course.

KMSA Awards for Excellence was commissioned by KMSA Awards Committee with an intent to recognise dynamic KM initiatives/programmes in South African organisations across industries and sectors; and to recognise individuals who have made meaningful contribution to the development of KM. We are looking forward to introducing the KMSA Awards for Excellence!

KMSA promotes professional development and growth by continuing to strengthen the international affiliation and collaboration with various KM international bodies including the Knowledge Management Global Network, Knowledge Cities Global, local academic institutions and non-governmental bodies. Lastly, and most importantly, the KMSA Board are proposing constitution amendments to strengthen KMSA. These amendments will be discussed and voted on by KMSA members during the upcoming KMSA Convention. We look forward to this convention and continuous engagement with you on this platform and other platforms.

Keep well and safe!

Tell me, I'll forget, show me, I may remember.
But involve me and I'll understand.

Lao Tzu ~600 BC

[Back to contents](#)



GETTING TO KNOW KMSA MEMBERS

INDIVIDUAL MEMBER PROFILES

This section profiles KMSA members, getting to know them better, whilst enabling peer learning and support.

In this inaugural edition, we are excited to meet **Ms Mercy Kgosidialwa and Mr. Xolani Ngonini**.



MS. MERCY KGOSIDIALWA

Tell us about you and your work.

My name is Mercy Kgosidialwa. I work for the Engineers Registration Board of Botswana (a regulator of the engineering profession) as a Registration Manager.

What is the nature of your work?

As a Registration Manager, I am responsible for developing and implementing the registration strategy. The implementation of the strategy includes development and management of the toolkit, creating awareness, and processing registration applications. It also includes management of the database which we use as the main repository of the registration self-service portal. One of my key tasks of late is to convert the registration system into a seamless knowledge portal for all stakeholders who access it, i.e. Registrants, Employees, Assessors, Board Committees. My role also includes supporting the CEO and Board decision making through informative reporting.

How is Knowledge Management part of your work?

I am responsible for managing and interpreting registration data for a wide range of stakeholders. I have influenced the design of the registration portal such that it promotes a culture of knowledge-sharing amongst the Registration Team, and this is being rolled out to other stakeholders.

What are some of your key achievements in Knowledge Management?

To date I count my contribution in promoting the use of the collaborative platforms amongst my team, and designing the registration portal centred on knowledge management

principles as some of my key achievements. The knowledge-sharing culture has eliminated a lot of waste in terms of time and unnecessary duplication of effort amongst the team.

What are some of the challenges you are facing with Knowledge Management?

A key challenge is the absence of the organisation's Knowledge Management Policy. This has made it difficult to implement some ad-hoc strategies geared towards enhancing the organisation's capacity to manage its knowledge for better organisational performance. Therefore, my focus this year is to develop the policy which will then structure the development of the overall organisational knowledge management strategy.

How has COVID-19 impacted your work / industry; and how are you / industry responding to this challenge?

COVID-19 has forced the organisation to digitise 90% of its work which makes knowledge management efforts much easier. Internal meetings, Registration Committee meetings, and Board meetings have all moved to digital platforms, including the management of the documentation related to these. The pandemic also forced us to tailor the Registration portal to the demands of working under the new normal; it is easily accessible to both internal and external stakeholders and makes sharing of information seamless. It has also forced us to transform our website into an effective informational tool for all stakeholders.

What do you wish to learn and improve on Knowledge Management?

In order to structure my KM efforts and make them effective I wish to learn how to develop effective KM policy and strategy. I would also like to learn from other KM professionals how they developed and implemented the two aforementioned key instruments.

Any other information / quote / motivation you wish to share.

I appreciate and implore KMSA to continue with its efforts in promoting knowledge-sharing amongst the membership. It is an invaluable confidence booster for novice KMers.

“Share your knowledge. It's a way to achieve immortality”
- **Dalai Lama (1357 – 1419, high lama of Tibetan Buddhism)**

[Back to contents](#)



MR. XOLANI NGONINI

Tell us about you and your work.

I am Xolani Ngonini, a Senior Manager: Knowledge and Evaluation, Trans-Caledon Tunnel Authority (TCTA), South Africa.

What is the nature of your work?

My responsibilities include the development of management systems, tools, and processes to mobilise and integrate knowledge effectively, creating a sustainable and conducive environment for knowledge sharing; developing a learning and improvement culture at TCTA that creates value for the business and stakeholders; and integrating insights gained from project lessons learned to business practices by presenting these in seminars, workshops, and a range of other participatory forums. I am also leading the development and implementation of evaluation and the coordination of organisational processes to take valuable lessons from challenges faced in projects and initiatives.

How is Knowledge Management part of your work?

Knowledge Management is central to my work and the organisation. One of the organisation's objectives is to "position TCTA as a thought leader in critical aspects of water security."

What are some of your key achievements in Knowledge Management?

Development of evaluative frameworks for projects and internal initiatives for organisational learning; setting up the knowledge agenda and programme, including hosting of monthly internal knowledge-sharing and quarterly community of practice sessions with key stakeholders in the water sector; and gaining internal recognition of knowledge sharing and leveraging that participation.

What are some of the challenges you are facing with Knowledge Management?

Perceptions from some employees that knowledge-sharing is time-consuming; and that knowledge is for specialists and requires research expertise; that sharing your knowledge makes one to lose their value as a knowledge resource.

How has COVID-19 impacted your work / industry; and how are you / industry responding to this challenge?

Sovereign ratings have had a negative impact on the water sector projects; delayed water revenue collection and payments; increased costs of new projects; and delayed project implementation and wider consultation due to health regulations are some of the challenges we are faced with.

What do you wish to learn and improve on Knowledge Management?

Wider embrace of knowledge management and its systems in the public sector and recognition of knowledge management by leaders in the public sector.

Any other information / quote / motivation you wish to share.

"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn and relearn."
Alvin Toffler

Connection, not collection:
That's the essence of
knowledge management"
- Tom Stewart

[Back to contents](#)



ORGANISATIONAL MEMBER PROFILE

In this section, we profile organisations that are progressing on their Knowledge Management journey and the key players involved. In this inaugural edition, **Mr Salie Gerber** introduces us to RQTech and his passion for Knowledge Management and mentorship.



MR. SALIE GERBER

I am Salmon Gerber, but everybody knows me as Salie. I have been part of RQTech, a private ICT and Consulting company in South Africa for the last 20 years and have been leading the company for the last four years. Although I started at RQTech as a Business analyst, I quickly had to move into the Electronic Content Management (ECM) consulting space due to our Electronic Document and Records Management System (EDRMS) and Workflow product suite and the general lack of expertise in that arena in those days (very similar as currently in KM). Although the learning curve was steep, it was a reasonably easy move as a result of my Organisation and Management Methods Education and Government background.

As CEO my daily tasks currently consist mostly of management tasks, but I do still get time to do what I love most which is, business consulting, this includes Business Process Analytics, ECM and for the last couple of years Knowledge management consulting.

As a company with many young up and coming individuals, I also love to mentor, as much as possible. Mentoring for me is the lowest level of Knowledge sharing that you can get, during these sessions you share context and not just data, which according to me is also the difference between KM and EDMS/IM.

My relationship with knowledge management came as a result of my philosophic nature and the “gap” that I experienced in the ICT market. As an ECM consultant we were always looking for or lacking something. We were keeping records and content (physical/electronic/graphical etc.), but we never really captured the context or the “Tacit” information thereof. I normally refer to this part of sharing as the smokers corner of records. Is it not always the smokers that knows more about what is happening in a company than others? Also, in my mentoring with the Interns and Junior Management I realised that they battle to pick up knowledge of an organisation/environment from records/training manuals/policies.

Most interns are left on their own to grasp concepts and empower themselves and due to the companies chasing numbers and not quality of internship, many interns are not absorbed into the organisations due to their lack of organisational knowledge.

In many companies that we engage with, the management is speaking the right language but is not acting accordingly. They tend to just look at EDMS, MIS, and BI technology and not Knowledge Management as a science and specific toolkit. In most cases, office automation tools (emails, WhatsApp groups call desk systems, etc.) are used to keep a record of Knowledge and discussions, but it is not formalized, categorized, and discussed as a science and the “one version of the truth”. Since KM’s effectiveness and profitability is difficult to determine it is also easy to push it aside when budgets are negotiated.

I personally feel that COVID 19 was very positive for the KM industry. With the way business is changing, KM becomes more and more important. Entities need to have their knowledge available closely and easily accessible. They will also need to milk Knowledge experts for their information in a timeous and structured manner. In order to do that they would not only have to make sure that they have the KM staff to drive the Knowledge policies and procedures, but also the right technology where KM staff and Experts can share and control content according to all the legal per-mutations like Protection of Personal Information Act, etc.

When someone ask me what KM is, I normally tell them that, his/her question was the first step to Knowledge. In many cases we make KM too complicated. For “information/data/record etc.” to become knowledge, someone has to ask a question, what, where, how, when and why.

Without a question information is nothing and just sits there. We therefore need to get our employees to start asking questions and get people to answer them in a constructive manner and **knowledge warehouse is born.**

[Back to contents](#)

In today's environment, hoarding knowledge ultimately erodes your power. If you know something very important, the way to get power is by actually sharing it.

- **Joseph Badaracco**



ACADEMIC CORNER

This section will cover academic and research studies, including profiling current and completed Masters and Doctoral Studies.

Are you studying towards a Masters or Doctoral Degree in Knowledge and Information Management? We would love to hear from you. Please share your journey with us, the highs and lows!

Have you recently completed Masters or Doctoral studies in Knowledge and Information Management? We also would love to hear from you, share your work and lessons with us.

Are you conducting research on Knowledge Management you wish to share with us, also get in touch with us using this email address kmsa@kmsa.org.za



Virtual

24 – 27 August 2021

Knowledge e-Imbizo

*Co-creating the Knowledge Agenda
to Build Social Capital*

[Back to contents](#)



GLOBAL KNOWLEDGE MANAGEMENT MARKET TO REACH \$1.1 TRILLION BY 2026

The global market is anticipated to expand due to the growing need to retain customers and improve customer satisfaction. The COVID-19 pandemic and the resultant remote working phenomenon has provided a significant boost for knowledge management solutions across the world. With the remote working pattern emerging as a mainstream phenomenon, the need for knowledge management solutions is expected to increase going forwards. **Read more**



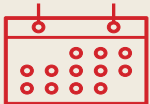
EMPLOYERS USING KNOWLEDGE MANAGEMENT TOOLS TO GAIN COMPETITIVENESS

Knowledge management tools can easily help an organisation bring together activities related to the development of knowledge, its codification, dissemination and use, and the development of education and innovation. It can also be defined as the art of value creation from the intangible assets of an organisation in order to turn knowledge into value. In addition, it can also change the mind-set of many managers from some outdated, orthodox practice. The main goal is to create new and more robust competitive advantages. **Read More**



THE WHAT, HOW, AND WHY OF KM REWARDS AND RECOGNITION

When knowledge managers describe the hardest parts of their jobs, they often point to building and sustaining KM participation. State-of-the-art technology and hyper-efficient processes are meaningless if employees don't use them. Unfortunately, people have lots of reasons not to get involved. Some think they are "too busy" for KM. Others don't understand what's expected or what they have to offer. Still others are skeptical about KM's value and see it as a distraction from their primary goals. It's hard to break through employees' cynicism and inertia to convince them to try KM—and even harder to make KM a habitual part of daily work. **Read More**



UPCOMING KNOWLEDGE MANAGEMENT EVENTS

24 – 27 Aug [KMSA E-IMBIZO Convention](#)

6 – 7 Oct [APQC Process & Knowledge Management Conference](#)

25 – 27 Oct [13th International Conference on Knowledge Management and Information Systems](#)

7 – 11 Nov [3rd International Conference on Nuclear Knowledge Management – Challenges and Approaches](#)

15 - 18 Nov [KM World Knowledge Management and Enterprise Solutions Conference](#)

Please share Knowledge Management news and events with us via kmsa@kmsa.org.za

[Back to contents](#)

“A candle loses nothing by lighting another candle”
- **Father James Keller (1900 – 1977, Roman Catholic priest)**

GLOBAL KM TRENDS



SOCIAL KNOWLEDGE MANAGEMENT SOFTWARE

Social media is so well ingrained in the everyday lives of most people that it comes as second nature. It is quite logical, therefore, that knowledge management software developers are increasingly incorporating social media elements in their offerings. By including more elements of social media, knowledge management software can improve the ease of use and functionality, allowing for quicker and easier user uptake.

This highlights the increasing focus on making knowledge management systems as user friendly as possible, in order to increase their likelihood of being implemented successfully.

[Read more](#)



INCREASINGLY MOBILE

Gone are the days of stationary work stations. Employees are signing in and connecting from more dispersed locations, highlighting the continuing growth of mobile devices in the workplace. Knowledge management software developers are responding to this trend by focusing even more on integrating mobile features into all offerings. Many knowledge management systems are now turning towards strengthening their mobile offerings, as the demand to access knowledge management systems remotely increases. In the coming months mobile technology is set to become an even more central aspect of knowledge management software.

[Read more](#)



“I know it’s in here somewhere.”

Source

[Back to contents](#)