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Two-day conference
29-30 September 2009, London

Book by 17th July to save £239 & get a free recording of the event for your organisation (worth £1185)

KIMPS 2009

9th Annual Knowledge and Information Management for the Public Sector

Managing knowledge and information effectively to drive public service excellence and **deliver value-for-money**

Two days of cost saving presentations:

The CIO at **DVLA** draws the link between knowledge management and competitive advantage (or its public sector equivalent)

Two members of the **Knowledge Council** speak about the Council's work on measurement and **doing more with less**

The **Carbon Trust** discuss the importance of knowledge metrics in a tough economy

Two councils at the forefront of web 2.0 reveal their social networking strategy

The **LGA** presents its local government futures work and horizon scanning

The I&DeA introduces the £million Knowledge Hub project

A Social Reporter will be working on the brief "what is the next big thing in knowledge management?", interviewing delegates and then recycling the ideas raised back into the conference. **Further Details Inside**

Two experts introduce you to web 3.0 and semantic technology and how you can introduce it in your organisation right now

Expert contributions from:

The Carbon Trust

Improvement and Development Agency (I&DeA)

London Borough of Barnet

Department for Communities and Local Government

Local Government Association

The National Archives

Department for Business, Innovation and Skills (BIS)

Driver and Vehicle Licensing Agency (DVLA)

Knowledge and Information Management for the Public Sector is now in its ninth year and is recognised as the definitive annual learning and networking event for KM professionals in the UK government

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DAY ONE

Tuesday 29 September 2009

09:00 Registration and refreshments

09:30 Chairperson's opening remarks

Ben Plouviez, Head of Information Services, The Scottish Government

KIM UNDER PRESSURE: MORE FOR LESS

09:40 Knowledge as a key component for competitive advantage

- » Demonstrating the link between knowledge management and competitive advantage, and its public sector equivalent
- » Explaining the link between knowledge management and value for money to your senior management team
- » Understanding knowledge management as a means to reduce costs
- » Leveraging the value of the knowledge assets

Michael Allen, Chief Information Manager, Information Assurance Group, Driver and Vehicle Licensing Agency (DVLA)

10:20 Recognising the increased importance of measuring the value of knowledge management during more challenging times

- » Knowledge management in The Carbon Trust
- » Determining a knowledge management measurement approach
- » Calculating knowledge management project benefits
- » Knowledge management key performance indicators (KPIs) and a balanced scorecard approach
- » Acknowledging that the benefits won't always be financial or numerical
- » Presenting the business case

Hank Malik, Head of Knowledge Management, The Carbon Trust

11:00 Morning coffee break

11:30 Measuring the value of your information and knowledge management initiatives

- » Presenting the work that has been done by the Knowledge Council on metrics, benchmarking and demonstrating value
- » Introducing the balanced scorecard approach and understanding its limitations

Catrina Massey, Head of Function for Knowledge and Information Management, The National Archives

12:15 Networking lunch break

KM TECHNIQUES ON A BUDGET

13:15 CASE STUDY: Adopting an exciting and innovative approach to drive better utilisation of your existing knowledge assets

- » Breaking down the barriers: sharing and combining information with trusted public sector cultural institutions and the general public
- » Devising a flexible taxonomy to enhance the citizen's experience
- » Incorporating geographical information (GIS) to augment search results
- » Cross-platform knowledge sharing: displaying information on mobile devices

Gayle Evans, Head of Knowledge and Information Management, National Museum Wales

13:55 Benefiting from semantic technology on a restricted budget

- » Understanding the benefits that semantic technology can bring to knowledge management
- » What can you do right now to start unlocking those benefits?
- » What should you not do?
- » Outlining a realistic and achievable timeline for implementation

John Sheridan, Head of e-Services and Strategy, Office of Public Sector Information and Chair of e-Government Interest Group of the World Wide Web Consortium, W3C

14:35 Afternoon coffee break

15:05 Doing more with less: managing information and knowledge effectively but with fewer resources

- » Prioritising what you do and what you don't do when your resources are stretched
- » Seeking less expensive systems and resources without damaging your programmes, what do you really need?
- » Consolidating your existing knowledge and information systems
- » Presenting ideas for low-cost and no-cost knowledge sharing initiatives

David Smith, Chief Knowledge Officer, Department for Communities and Local Government

KNOWLEDGE HARVESTING

15:45 Knowledge harvesting: practical techniques for capturing tacit and explicit knowledge from those leaving the organisation

- » Understanding the importance of knowledge harvesting in light of the mature demographic in the UK public sector
- » What are the most effective methodologies for capturing knowledge – interviews, social networking technology, SharePoint?
- » Ensuring that knowledge is captured in a format that the organisation can re-use
- » Making sure that you capture behaviours and "ways of doing things" as well as explicit knowledge

Karen Pile, CIO & Director Information Strategy & Services, BIS

INFORMATION SECURITY

16:25 Keeping public sector information secure to avoid a public scandal

- » Getting your workforce to understand the value of and potential liability in the electronic and paper documents that they use to do their jobs
- » Recognising the importance of changing workforce behaviour to supplement IT security initiatives such as encryption
- » Taking steps to prevent your employees from abusing their position and snooping on personal records
- » Balancing exchange with protection: sharing information between agencies in a secure way
- » Considering information security as part of every information and knowledge management initiative
- » Keeping data and information secure on the move

Gerry McMullan, Head of IT Strategy Group, Birmingham City Council

17:05 Chairman's closing remarks

17:15 Close of day one

DAY TWO

Book by 17th July to save £239 & get a free recording of the event for your organisation (worth £1185)

Wednesday 30 September 2009

09:00 Registration and refreshments

09:30 Chairperson's opening remarks

Ben Plouviez, Head of Information Services, The Scottish Government

DEVELOPING A KNOWLEDGE-SHARING CULTURE

09:40 **Winning the cultural battle: how to encourage knowledge sharing when resources are stretched**

- » Getting senior management to champion the cause of knowledge sharing
- » Persuading your colleagues to see the benefits of including knowledge management in the way they work, as part of their day job
- » Changing people's behaviours: making sure they are sharing knowledge and not just information
- » Techniques for getting people to share knowledge without them even realising it

Claire White, Delivery Manager, Knowledge and Information Management, Natural England

KIM SYSTEMS AND TECHNOLOGY

10:20 **Engaging with the citizen and with staff: encouraging collaboration using web 2.0, social software technology**

- » Getting buy-in from the technophobes
- » Corporate social networking platforms: fostering a social organisation
- » Capitalising on the active citizen: using social networking tools in government communications
- » Moving to real-time conversations: Twitter as a business tool
- » Case-study examples: youth participation using Facebook

Carl Haggerty, Enterprise Architect, Devon County Council

11:00 Morning coffee break

11:30 **CASE STUDY: Barnet Online: integrating social networking platforms with a local government website**

- » Understanding which social networking media to use to target which groups of citizens
- » Explaining how the different social networking technologies can complement each other
- » Creating social networking profiles for the Council on Facebook, Twitter, Flickr and YouTube
- » Enhancing the sense of community with whereilive.org: a discussion forum for citizens
- » Establishing a direct dialogue with the citizen through the leader's blog

Mike Godleman, Web Manager, London Borough of Barnet

12:10 **CASE STUDY: The Knowledge Hub: launching an online knowledge sharing community for local government and beyond**

- » Bringing knowledge sharing and practice development alive through storytelling techniques
- » Moving from 'knowledge repositories' to 'action learning'
- » Aggregating good/next practice in information and knowledge management from across local government
- » Leveraging open platform technology and APIs to provide personalised and value-added applications
- » Looking ahead: opening the service out across the public sector and to citizens

Stephen Dale, Associate Consultant, Improvement and Development Agency for Local Government (I&DeA)

12:50 Networking lunch break

13:50 **CASE-STUDY: An introduction to web 3.0 and the power of semantic technology**

- » How close are we to the semantic web?
- » Getting more out of the information resources and records you have already invested in by using semantic search tools that can interrogate across systems to make conceptual links
- » Presenting case-study examples of how the Ordnance Survey is currently using semantic technology

Dr John Goodwin, Research Scientist, Ordnance Survey

14:30 What is the next big thing in public sector knowledge management?

Instead of hoping for an answer from one expert, we gave Social Reporter David Wilcox a brief to investigate on behalf of the non-experts.

He has come up with a three stage process to crowdsource ideas in the spirit of open knowledge sharing. First, he'll check what the knowledge management gurus and public sector practitioners are saying about some of the big issues: the current technologies and practices, and what seems likely to last; how Internet search is developing; and what to make of cloud computing and "software as a service"

Then David will invite conference participants to contribute their views on the first day, through video interviews and other methods. Finally, he'll present his findings to a conference session and invite all present to work together to develop the ideas in detail.

In the same spirit of knowledge sharing, we'll publish your conclusions after the event.

David Wilcox, Social Reporter

15:10 Afternoon coffee break

15:40 **DOUBLE SLOT**

Horizon scanning: what do you need to know as a knowledge manager in government?

- » What risks and trends could horizon scanning alert you to?
- » Understanding STEEP: sociological, technological, economic, environmental and political factors
- » Case-histories: what has horizon scanning achieved for the UK Government so far
- » Is it anticipated that horizon scanning will become embedded in public sector knowledge management discipline going forward

Tim Allen, Head of Research, Local Government Association (LGA)

Tim will be joined by a co-speaker to be confirmed, please check the website for updates www.ark-group.com.

16:40 Chairperson's closing remarks

16:50 Close of conference

9th Annual Knowledge and Information Management for the Public Sector

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