

Knowledge Management in a Time of Crisis

Virtual Seminar with Professor Peter Woods

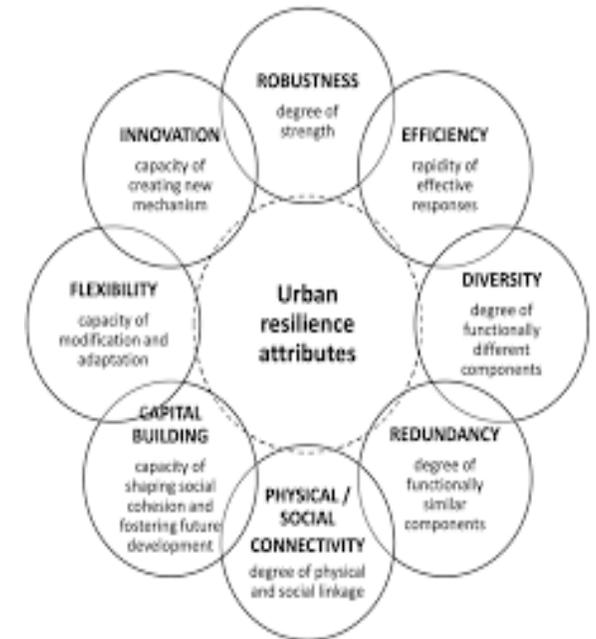
This seminar will consider

Examples

1. KM framework for expected short term disaster

2. KM in monitoring response to long term hazards

Our Discussion will be
KM in addressing the unthinkable



Knowledge Management is the systematic management of an organization's knowledge assets for the purpose of creating value and meeting tactical & strategic requirements.

It consists of the initiatives, processes, strategies, and systems that sustain and enhance the storage, assessment, sharing, refinement, and creation of knowledge.



People-centric KM

- Personal Knowledge Management (PKM)
- People Centred Knowledge Management (PCKM)
- Soft tools e.g. Cops, After Action Reviews
- Pioneers
 - BP (Chris Collison, Geoff Parcell)
 - Buckman Labs (Bob Buckman)



Disaster terminologies

Hazard is a dangerous situation or event that carries a threat to humans.

Disaster happens to populations who have certain vulnerabilities and insufficient capacity to respond to **hazard**.

The probability of a hazard becoming a disaster is called **risk**. (Shin,2012)

Health emergency is an emergency need for health care services to respond to a disaster.

Use of Knowledge Management Strategies for Application of Health Indicators of Emergencies in Sudan

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Cyberjaya Malaysia
January 2020

Sudan is a large country traversed by the Nile
Vast geographic areas, coupled with inadequate
road and transport infrastructure affect
coverage and accessibility of health services in
Sudan.

Main anticipated threats to public health in
Sudan are natural disasters, conflicts and
epidemics.

Delivery of health services is led by States and their
localities and by other partners including army health
services and the National Health Insurance.

In areas affected by conflicts, delivery of health services
usually takeover by national and international NGOs.

The research investigated work performance during health emergencies, to understand the importance of KM support in the application of health indicators

Knowledge gaps are expected during emergencies affecting the measures of health and health factors

Lack of agreement on which indicators should be used and to document what, at the same time many health indicators are difficult to measure well in emergency



We found Strategy indicators and routine indicators has little influence in disaster management and not appropriate with ongoing emergency settings.

The limitation on the current indicators are:

- (a) No consistency;
- (b) Lack of accurate population figures;
- (c) Some indicators are not measurable;
- (d) Not all indicators covered.
- (e) Leadership, partners commitment.
- (f) Unsuitable report time interval for indicators

KM can support the application of health indicators of emergencies by:

Improve current disaster risk knowledge-based system using relevant knowledge

Identifying knowledge sources by type

Reprocessing of archived knowledge from previous disaster events.

Engagement of partners to be prepared to accept knowledge learning, sharing and acquiring.

Disaster knowledge to have unified knowledge source.

Regular awareness, training, and assessment

Knowledge sharing through online dashboard and interactive mapping

DIGITAL FUTURES PROGRAMME

Resiliency is one of the most important quality for cities of the future. All cities are confronted with the impacts of Climate Change, Resource Scarcity, Social Cohesion, Rapid Urbanisation and Digital Inclusion. Achieving resilience will require future proofing the city through strategising for sustainable solutions and action.

PROGRAM LEADER: Professor Dr. Peter Woods

MEMBER UNIVERSITY PRINCIPAL INVESTIGATOR NAMES:

- MMU - Prof. Dr. Peter Woods
- NILAI -A/P Dr. Alice Escalante De Cruz
- MSU -A/P Dr. Arun Kumar Tarofder
- UTP - A/P Dr. Mohd Zuki Yusoff
- IUKL - Prof. Dr. Noor Saadah Zainal Abidin
- UNITEN - A/P Dr. Salman Yussof
- UNIKL - A/P Dr. Ahmad Sabry Mohamad

Sustainability Policies

Good Intentions

“The evil that is in the world always comes of ignorance, and good intentions may do as much harm as malevolence, if they lack understanding.”

Albert Camus

The Brundtland Report definition of sustainability (from Our Common Future)

"Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs."

Our Common Future Section 3.30

“Yet in the end, sustainable development is not a fixed state of harmony, but rather a process of change in which the exploitation of resources, the direction of investments, the orientation of technological development, and institutional change are made consistent with future as well as present needs.” (my emphasis)

Initiatives for Future Proofing

Communities are now initiating numerous activities in the areas of: Energy Saving, Waste Management, Ecology, Societal Changes etc.

These Initiatives are frequently aligned with UN Social Development Goals, and are in themselves exemplary.

However, it can be argued that they do not embody an explicit policy of sustainability.

To achieve this would require addressing **at least the following KM activities:**

- Establishing baseline conditions.
- Metrics to measure change
- Programmes to assess consequences, both good and bad
- Specified review periods
- Review bodies
- Feedback and rectification mechanisms
- External and internal environmental scanning
- Documentation

To start a discussion on KM in a Time of Crisis

Information Sources

Q&A

Data Reliability

Up to Date

Understandable



Get the Facts Out