



KM Australia

Coming to the edge: A practitioner perspective on the future of Knowledge in a Network Centric world

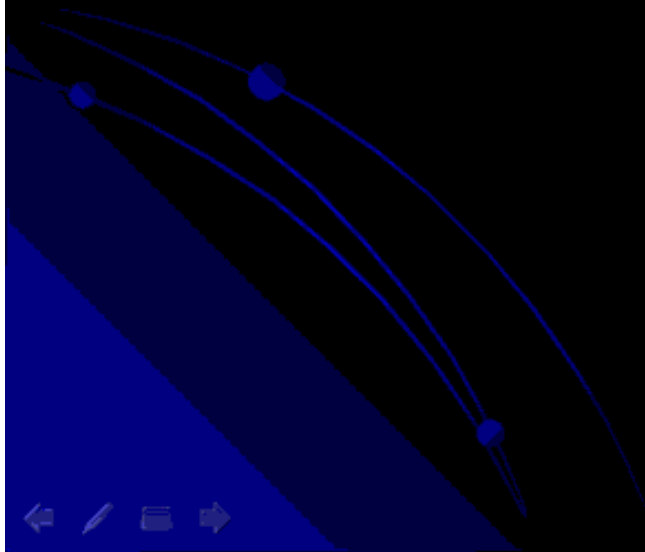
Chris Fletcher—Director,
Knowledge Management Asia Pacific region
Deloitte Consulting

Avillion Hotel
Sydney,
24 July 2007



Source: Flickr: mtgontario

Did you know?



Source: Karl Fisch <http://thefischbowl.blogspot.com/2006/08/did-you-know.html>

The World is Flat!

Globalisation 1.0: circa 1492 - 1800



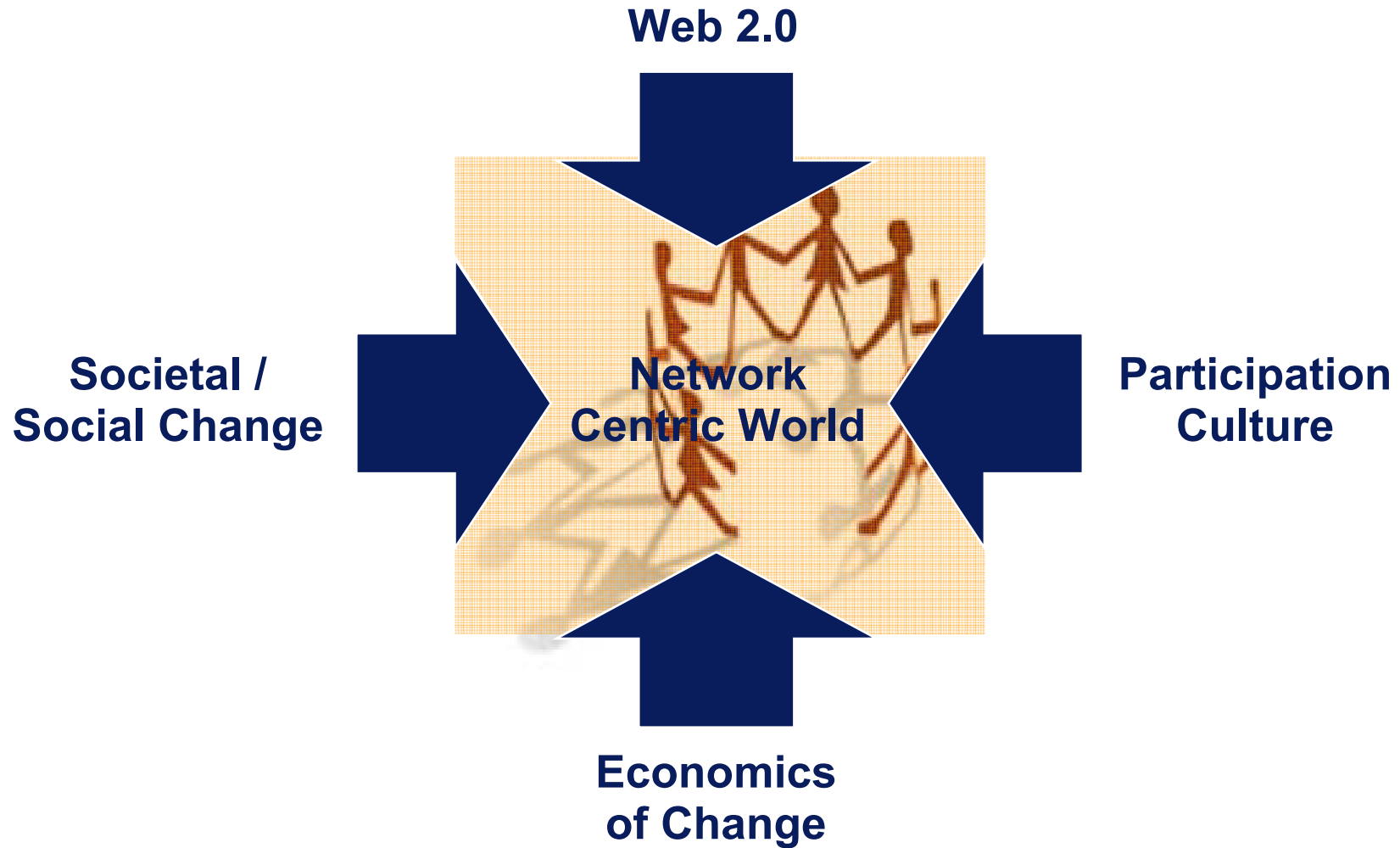
Globalisation 2.0: circa 1800 - 2000



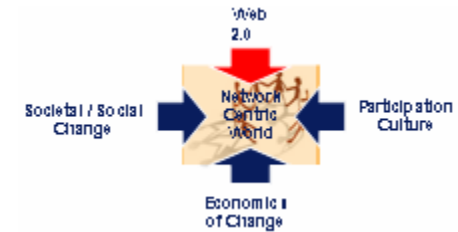
Globalisation 3.0: circa 2000 to today



Drivers of a Networked World



Evolving: Web 2.0



Flickr: maruisv

- **Blogs: Personal / Corporate**
- **Tagging: Social**
- **Bookmarking**
- **Photo sharing**
- **Wiki**
- **RSS**
- **Web Video / Video blogging**
- **Mash-ups**
- **Widgets**
- **Social Networking**
- **Skype / IM**
- **Social Media**
- **Second Life**

The rise of the participation culture



Flickr: Robin Tremblay

Me!



Flickr: Layne Crane

Me!



Flickr: Hasan E Beton

Me!



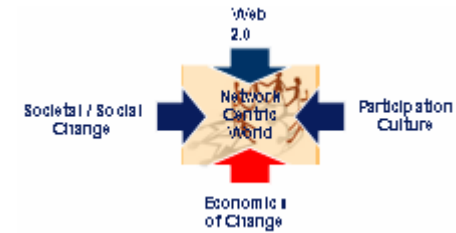
Flickr: Sophiandy

Me!

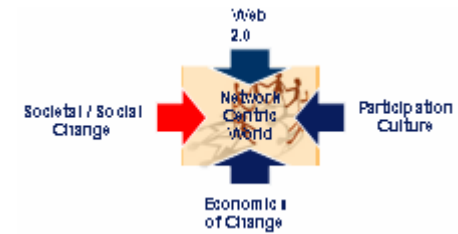


Flickr: Milapsinh Jadeja

The Economics of Change



Social Change



Awareness of climate change



Media generated debate on issues in society

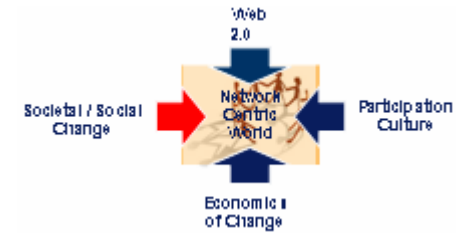


Empowering the individual to lead change in the community



A move back to community roots

Social Change



Individuals participating to catalyse change



Community focus in not for profits

What is Project Australia?

Project Australia is a nationwide network that connects Australians to new ideas, people, and projects. Our vision is for a progressive Australia where communities feel empowered to create the shared future they want to experience. Established in 2006, we are non-profit, independent and secular.



Our heart's in the community
Westpac

Corporate Social Responsibility as a strategy, not a cost

.....the new face of Knowledge

"The new currency won't be intellectual capital. It will be social capital –the collective value of whom we know and what we'll do for each other."

—James Kouzes, co-author of The Leadership Challenge



Social Capital – the new face of Knowledge



So what is Social Capital?

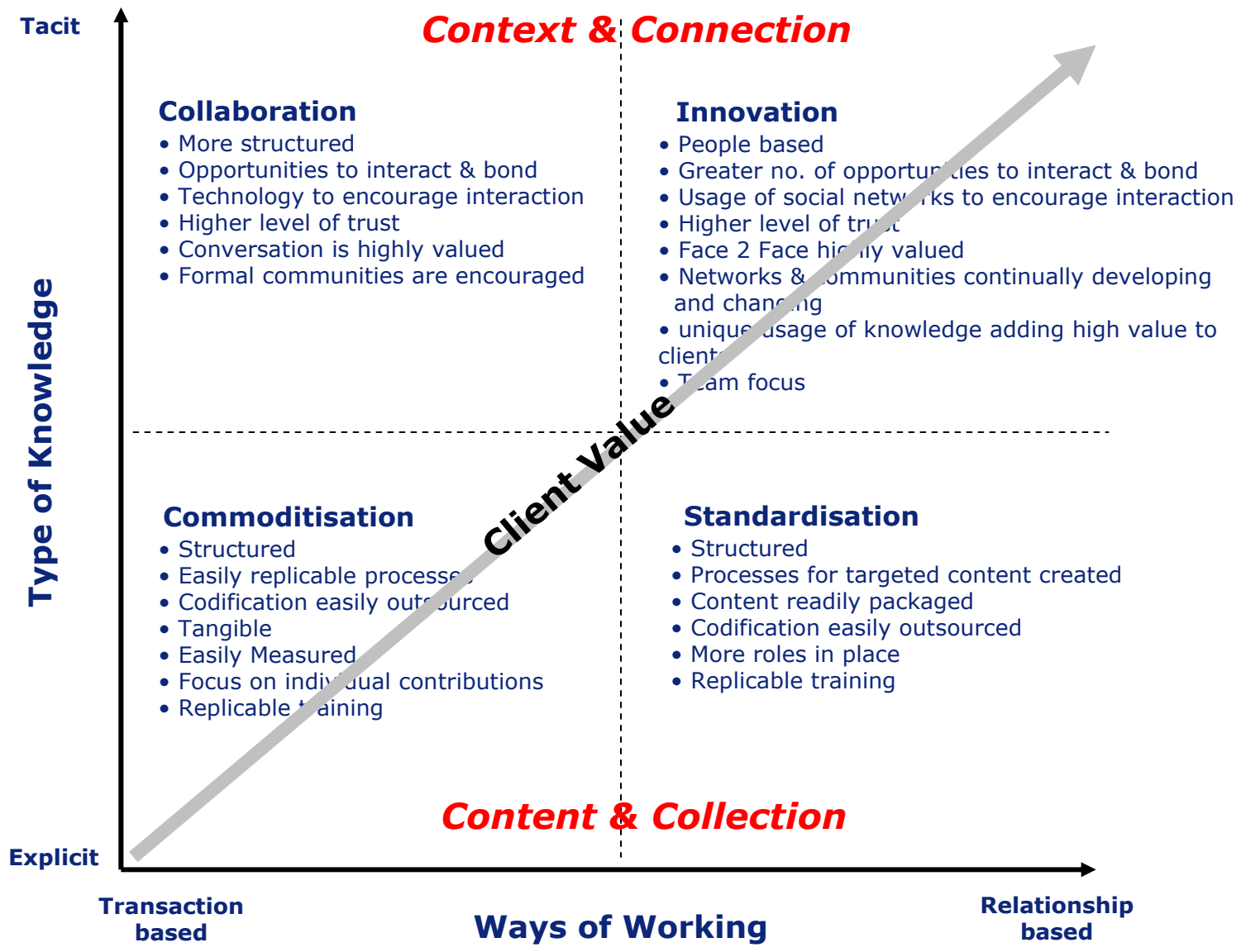


“In sum, it is the value people produce when they work together to achieve mutual goals. It emerges when people build trust, a shared understanding, and a willingness to cooperate in ways that produce something greater than the sum of their parts”

Robin Athey – Its 2008: Do You Know Where Your Talent Is? Connecting People for Performance

So what does this mean for Knowledge?

The pendulum is in motion.....

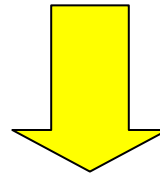


The impact of Social Capital on Knowledge

A change in the KM model.....

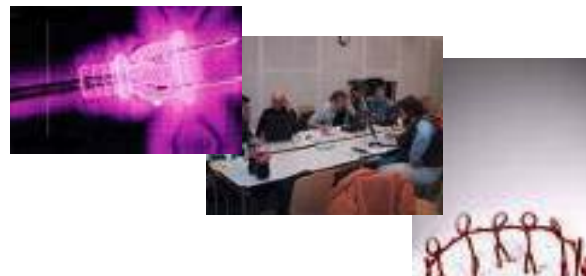
Older thinking

Content and Collection

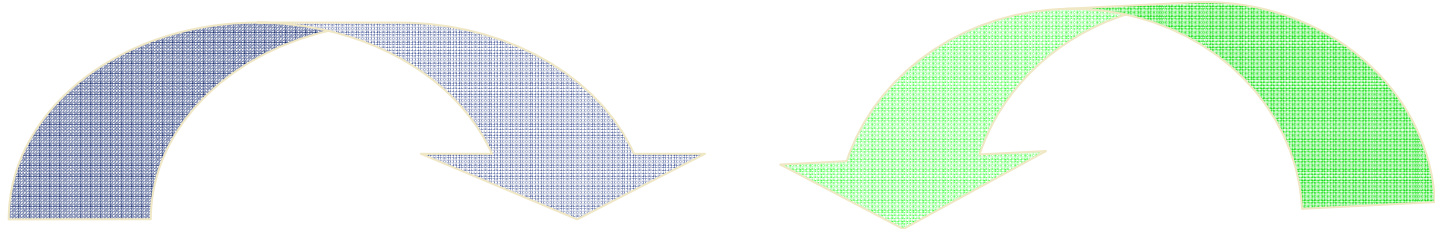


Newer thinking

Context and Connection



The future of Knowledge in a Networked World



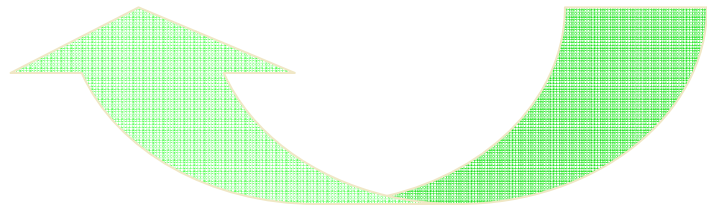
Context and Connection



Collaboration



Networked World



Coming to the edge....



Source: Flickr: mtgontario

***The value is not in the delivery of knowledge,
but in the alchemy of knowledge, in the ability
to connect thoughts that weren't previously
connected***



Deloitte.

A member firm of
Deloitte Touche Tohmatsu