

EXPERIENCE THE LIVE CASE STUDIES OF THESE LEADING ORGANIZATIONS

# Knowledge Management Intranet Site Visits

5 - 6 October 2004, Malaysia

- LexisNexis™
- Hewitt Associates
- Malaysia Airports Technologies Sdn Bhd
- IBM

Facilitated by

**Dr. Dickson Lukose**  
Chief Executive Officer  
**DL Informatique Sdn. Bhd**

- Visit and Explore leading Knowledge Management Intranets
- Learn how leading organizations develop and implement their KM initiatives
- Examine how KM deployment enhance their company performance
- Find out how leading organizations adapt knowledge structures to complement business units
- Learn how intranets are utilized as knowledge enabler
- Discover how knowledge management add value to organization performance

## ACCESSING AND BUILDING YOUR KNOWLEDGE MANAGEMENT INTRANET

The KM Intranet Site Visits course is a rare and unique opportunity for you to visit leading organizations to look and understand their KM initiatives, as well as looking at their corporate intranets first hand.

Each organization KM site is unique and exclusive. Some are at their developmental phase; others are embarking on their second, third stage or even mature stage of their KM strategy. Each site will give you insights into what you can accomplish with Knowledge Management, as a tool to enhance your business performance.

With very limited places available, only a small group of delegates are allowed access to these sites. Attend this event to look, see and learn

- how and why KM initiatives were developed and deployed by leading organizations
- how KM strategies vary for different sector, business and functionality
- how KM strategies are developed in line with their corporate strategies
- how corporate intranets are being utilized as a knowledge enabler to enhance work performance

These intensive, highly interactive, highly practical and solution-focused courses offer you a unique chance to

- Examine and walk through LIVE intranet demonstration
- Exchange ideas, views and insights into KM initiatives
- Understand, develop and conceptualize KM strategies for your organization
- Discover salient points of KM strategies,
- Recognize and avoid the pitfalls in KM strategy implementation

## INTRODUCTORY WORKSHOP

This course will begin with an introductory workshop. This aims to provide you a framework for developing an effective intranet responsive to meeting the constant-changing business environment. A brief on embarking KM journey will help you understand the power of knowledge in the knowledge economy.

This is a LIVE demo event, where you can hear fresh ideas and experience from host companies, facilitator and fellow delegates. Discover and gain insights into the pitfalls and best practices of their KM initiatives and intranet evolution at this course. As this course focuses on business capabilities of an intranet, an extensive understanding of the intranet technology is not a prerequisite for this visit.

## WHO SHOULD ATTEND

This interactive course aims at executives across all industries and sectors involved with their planning and development of KM initiatives as well as involvement and maintenance of an intranet and/or KM initiatives. Find out how and why leading organizations seriously invest extensively into knowledge management to keep abreast of the knowledge economy challenges.

## WHO ARE YOUR HOSTS

### LexisNexis™

LexisNexis is the global leader in comprehensive and authoritative legal, news and business information and tailored applications. The company offers an extensive range of online and print legal and regulatory information products, tools, customized web applications and critical filing services that help legal professionals reach confident decisions and comply with the law. This includes some of the world's most respected legal publishers such as Butterworths, Martindale-Hubbell, Matthew Bender, Michie, and Malayan Law Journal. Its online services combine searchable access to over four billion documents from thousands of sources. LexisNexis™ at [nexis.com](http://nexis.com) and [lexis.com](http://lexis.com) are marketed to corporate, government, legal and association professionals. The Shepard's® citation service has been the cornerstone of legal research for more than a century. A member of Reed Elsevier Group plc, LexisNexis headquarter is in Dayton, USA and employs 13,000 individuals worldwide. Serving customers in more than 60 countries, sales representatives are located in 50 U.S. cities and around the world. LexisNexis offices in Asia include China, Hong Kong, India, Japan, Korea, Malaysia, Singapore and Taiwan. [www.lexisnexis.com](http://www.lexisnexis.com)

### Hewitt Associates

Hewitt Associates is a global outsourcing and consulting firm delivering a complete range of human capital management services to companies, including HR, Payroll, and Benefits Outsourcing; Health Care; Retirement and Financial Management; and Talent and Organizational Change. Hewitt Associates has 89 offices in 38 countries. Today, Hewitt's client roster includes more than half of *FORTUNE* 500® companies and more than a third of *FORTUNE* Global 500 companies. As the largest multi-service HR delivery provider in the world, we handle more than 53 million HR-related customer interactions a year from more than 13 million participants.

[www.hewitt.com](http://www.hewitt.com)

### Malaysia Airports Technologies Sdn. Bhd

Malaysia Airports Technologies Sdn. Bhd. (MA Technologies) is the wholly-owned subsidiary of MAHB that is principally involved in the operation and maintenance (O&M) services for KLIA's Total Airport Management Systems (TAMS), which is the technological core of the entire airport operations. TAMS links up more than 40 systems, including air traffic management, runway/taxiway lighting control, baggage handling, passenger check-in and flight information display. MA Technologies has a total of 260 ICT personnel helping to manage TAMS at KLIA, ensuring system availability and optimal performance round the clock. The company's business has been expanded to include the provision of O&M services for Express Rail Link (ERL) and KLIA Meteorological Department. In its endeavours to provide world-class services, MA Technologies has been accredited to the ISO 9001:2000 quality system since August 2001. It also gained the distinction of being the first ICT company in Malaysia to earn ISO certification in the field of Integrated Airport System. The company has also taken major strides in the increasingly important area of occupational health and safety, with certification to OHSAS 18001:1999 in October 2003.

[www.klia.com.my/matechnologies](http://www.klia.com.my/matechnologies)

### IBM

IBM leads in the creation, development and manufacture of the world's most advanced information technologies, including computer systems, software, networking systems, storage devices and microelectronics. IBM translates these advanced technologies into value for customers through professional solutions and services businesses worldwide. IBM employs over 360,000 professionals in almost 200 countries. The intranet at IBM ('W3') is thought to be one of largest in the world.

[www.ibm.com](http://www.ibm.com)

**Facilitator**

**Dr. Dickson Lukose**, Chief Executive Officer

**DL Informatique Sdn. Bhd**

[www.dlinformatique.com](http://www.dlinformatique.com)

Dr. Dickson Lukose (PhD) is one of the founders and the C.E.O. of DL Informatique Sdn. Bhd., an innovative MSC Status Company specialising in applications of Artificial Intelligence Technology in developing advanced software applications in Risk Management and Knowledge Management. Prior to this, he spent many years working in financial services industry developing enterprise applications. He has done over 10 years of academic research in Artificial Intelligence, supported by research grants from Graphic Directions, Leverhulme Foundation, CSIRO, and Australian Research Council. Dr. Lukose has authored over 60 research papers and technical reports on the subject of artificial intelligence, knowledge acquisition and modeling for scientific journals and conference proceedings, chaired or co-chaired over 15 international conferences on these subjects, and edited a number of books in these areas.

His qualifications include B.Sc. (Hons), PhD, and Post-Doctorate Research as a Leverhulme Fellow at Loughborough University of Technology (UK). He has carried out teaching and research in Artificial Intelligence at Deakin University (Australia), Loughborough University of Technology (UK), University of Calgary (Canada) and University of New England (Australia). He worked as a Senior Knowledge Engineer with Brightware Inc.(USA), and as Principal Knowledge Engineer with Mindbox Inc.(USA), where he has been engaged in architecture and developing complex knowledge based systems for the Financial Services Industry. During his tenure with Brightware and Mindbox, he has worked with leading financial institutions in UK, USA and Korea.

**DAY ONE: TUESDAY, 5 OCTOBER 2004**

8.30 Registration at Lexis-Nexis

**9.30 Introductory Knowledge Management Workshop**

- Attendee introductions
- Embarking on KM journey
- Questions and Answers

**Dr. Dickson Lukose**,  
*Chief Executive Officer,*  
**DL Informatique Sdn Bhd**

**10.15 The LexisNexis™ Intranet**

- Taxonomy
- Search
- Gadgets
- How to make use of the intranet to complement our service to clients
- One interface for all work

**Georges Salo**,  
*Product Manager,*  
**LexisNexis™**

12.30 Lunch

13.30 Transportation to Hewitt Associates

**14.00 The Road to Knowledge Management at Hewitt Associates**

- *Introduction:* Creating a culture of knowledge sharing at Hewitt Associates
- *Challenges for knowledge management at Hewitt Associates*
- *Database Management* - Overview of databases and select applications in practice
- *Instant Messaging and Real Time Collaboration* - Building connection with Sametime
- *Case studies* - Knowledge management as a foundation business tool

**Andreas Dorn**, *Practice Leader - Research Asia Pacific;*  
**Maria Galati**, *Consultant*  
**Hewitt Associates**

16.30 Discussion and Summary

16.45 End of Day One and Transportation to City

**DAY TWO: WEDNESDAY, 6 OCTOBER 2004**

8.50 Meeting in the lobby of Malaysia Airport Technologies

**9.30 Malaysia Airports Technologies Intranet**

- Welcoming speech and overview on Malaysia Airports Technologies
- KM initiative at MATSB
  - Objective of K-Office
  - Development of K-Office
  - Implementation of K-Office
  - VIC Office
  - Q & A

**Hazlinda Mohd Zain**,  
*Senior Manager;*  
**Zulriani Zahari**,  
*Manager,*  
*Management Services Division*  
**Malaysia Airports Technologies Sdn Bhd (MATSB)**

12.30 Lunch

13.00 Transportation to IBM

**14.00 The IBM Intranet**

- Responding to customer needs and new business opportunities
- Increased efficiencies from reuse of knowledge assets
- Greater levels of innovation due to increased opportunities for collaboration
- Improved ability to transfer tacit knowledge across the organization

**Encik Rushdi Salleh**  
*Portal & Workplace Manager*  
**IBM Software Group, ASEAN**

16.15 Discussion & wrap-up

16.30 End of course and transportation to City

# Knowledge Management Intranet Site Visits

5-6 October 2004, Malaysia

## 4 EASY WAYS TO REGISTER

**Phone** : +(65) 6227 5873  
**Fax** : +(65) 6227 5875  
**Email** : sales@dzhampton.com  
**Mail** : DZ HAMPTON  
 135, Cecil Street, #02-15,  
 LKN Bldg, Singapore 069536

## REGISTRATION

YES! Please register me for **KNOWLEDGEMENT MANAGEMENT INTRANET SITE VISITS**. (For more registrations, please make copies of the registration form and furnish with complete details)

### DELEGATES ENROLMENT FORM (First Delegate)

Salute : Mr./Mrs./Ms./Dr./Others (Please specify \_\_\_\_\_)  
 Name : \_\_\_\_\_  
 Job Title : \_\_\_\_\_  
 Email : \_\_\_\_\_ Tel: \_\_\_\_\_  
 Organisation : \_\_\_\_\_  
 Address : \_\_\_\_\_  
 Postal Code : \_\_\_\_\_ Country: \_\_\_\_\_

### (Second Delegate)

Salute : Mr./Mrs./Ms./Dr./Others (Please specify \_\_\_\_\_)  
 Name : \_\_\_\_\_  
 Job Title : \_\_\_\_\_  
 Email : \_\_\_\_\_ Tel: \_\_\_\_\_

### Approving Manager

Name : \_\_\_\_\_  
 Tel : \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email : \_\_\_\_\_  
 Signature : \_\_\_\_\_

*I have read and accepted the booking conditions.*

I cannot attend this event but would like to be on your mailing list.

Your reference: KMISV/401006/host

## FEES

Please **TICK (✓)** at the appropriate options:

KM Intranet Site Visits 5-6 Oct, 2004	Early Bird (Before 15 Sept, 2004)	Tick(✓)	Regular Rate	Tick(✓)
	S\$995.00		S\$1195.00	

\* Early Bird Rate is applicable for delegates who register and pay by 15 Sept 2004.

## Group Discount

Enjoy **ONE FREE DELEGATE course pass** for every **3 registered and paid delegates** from the same organization for the same course. All registrations must be made in one payment.

## MODE OF PAYMENT

Please indicate your preferred mode of payment:

### Cheque

All cheques must be made payable to **DZ HAMPTON** and mail to **KNOWLEDGEMENT MANAGEMENT INTRANET SITE VISITS**, at **135, Cecil Street, #02-15, LKN Bldg, Singapore 069536**. Please indicate the names and companies of delegate(s) at the back of the cheque.

### Telegraphic Transfer

For Telegraphic Transfer, please make payment in **Singapore Dollars** to:  
**Account no: 1-80-090269-07**  
**Account name: DZ Hampton**  
**RHB Bank Berhad**  
 90 Cecil Street #03-00 Singapore 069531  
 or contact **Nori on Tel: (65) 6227 5873**

Please indicate the name(s) of the delegate(s) and the order number when remitting payment. Bank charges are to be deducted from the participating organization's own account and the full fee must be received by the organizer. Add S\$20.00 for bank charge per transaction.

### On-Site Registration & Payment

On-site registration and payment is allowed but subject to seat availability. Payment can be made either by **CASH or MONEY ORDER only**.

## BOOKING CONDITIONS

- Booking can be submitted at any stage prior to the event and subject to availability. Early booking is recommended to avoid disappointment.
- Booking via fax, email, phone and/or postage subject to booking conditions.
- Payment must be made in full prior to the course commencement.
- A reservation can only **be confirmed when full payment is received**.  
 On receipt of full payment, you will be notified via fax or email on the registration time and details. If you do not receive any registration confirmation 1 week before the event, please contact the event organizer.
- Substitution can be made at anytime in writing with a minimum of one week's ample notice prior to the event for necessary admin arrangements.
- All cancellation must be done in writing
  - Cancellation made over 50 days prior to the event will not incur cancellation charges.
  - Cancellation notified between 50 and 30 days prior to the event an amount equivalent to 20% of the total booking fee will be charged.
  - Cancellation made less than 30 days prior to the event the full booking fee must be paid and no refund will be available. Delegate will receive a copy of the course material.
- All speakers are correct at the time of printing but subject to variation without notice.
- DZ HAMPTON will not be held liable for circumstances beyond their control, which lead to the cancellation or variation of the programme.
- This contract is made under the law of the Republic of Singapore.