

Gastvortrag



Prof. Dr. Eric Tsui, The Hong Kong Polytechnic University

*“Exploring the robustness of Rapid Deployment
Collaboration Tools - Experiences from several KM
technology workshops”*

am 20.03.2008, 17.00 Uhr

am Zentrum für Weiterbildung der Technischen Universität Dortmund
Hohe Str. 141, 44139 Dortmund

Im Anschluss besteht die Möglichkeit der gemeinsamen Diskussion und des persönlichen Austauschs. Interessierte werden gebeten, sich bis zum **15.03.2008** per E-Mail (wso.zfw@tu-dortmund.de) anzumelden. Weitere Informationen und eine Wegbeschreibung finden Sie auf der Lehrstuhlhomepage von Prof. Dr. Uwe Wilkesmann (<http://www.zfw.tu-dortmund.de/wilkesmann>).

Abstract

Much of the focus on KM technologies is on enterprise-based KM systems e.g. search engines, knowledge portals, electronic document management systems, content management systems etc. As such these systems are top-down deployed, centrally controlled, rigidly governed and takes months to deploy. While there are strong reasons for these systems to remain, they are generally not robust enough to support instantaneous, unstructured and ad hoc collaborations especially when pursuing the ever diminishing window of business opportunities. This talk outlines a range of people-based bottom up collaboration and knowledge sharing tools that are readily configurable to use by knowledge workers. The strengths in these tools vest in the speed to deploy, support for ad hoc but intensive (intra and inter-organizational) collaborations, trust building and harnessing/expansion of professional and social networks. Through an action learning approach, a series of participative KM technology workshops were held for the government and private sectors. These workshops are custom designed and aim to raise the awareness of such tools, provide hands-on experience for the participants, explore the limitations (via the introduction of shocks/interventions), foster a group learning environment and distill the lessons learnt. In a wider context, the presenter will also discuss how PolyU's Knowledge Management Research Centre applies action learning in many of its projects by positioning the real world as the "outside KM Laboratory".

Professor Eric Tsui



Professor of Knowledge Management, The Hong Kong Polytechnic University (2002-present)
Innovation Manager, Maybank Account, CSC (2004-2005)
Chief Research Officer, Asia Pacific, CSC (2000-2005)
Adjunct appointments - University of Sydney (1990-present), University of Technology, Sydney (1996-2006), University of Kentucky (2001-present), RMIT University (2001-2004)
Chairman – IFIP 12.6 Working Group on Knowledge Management (2003-2005)
Board Member – The Hong Kong Knowledge Management Society (2007-)
Member – AIIIM Advisory Panel on Enterprise 2.0 (2007-present)
Chairman – Workshop Group on Personal Knowledge Management, Standards Australia
Steering Committee Member – Practical Applications in Knowledge Management (PAKM) Conference (2006-)
Advisory Editorial Board Member – KM Research & Practice, Information & KM, Knowledge-Based Systems, International Journal of KM Studies
AIIIM Enterprise 2.0 Advisory Panel Member (2007-present)
Member – National Committee for Artificial Intelligence and Expert Systems, Australian Computer Society (1993-2006)
Member – Knowledge Management Certification Board (KMCB)
Member, Technology and Business Panel, Gartner Research
Eric specialises on KM technologies, Portals, E-Learning, KM Education and Personal KM

Eric Tsui joined Computer Sciences Corporation (CSC) in 1989 after years of academic research in automated knowledge acquisition, natural language processing, case-based reasoning and knowledge engineering tools. His research was supported by grants and scholarships from Arthur Young, Rank Xerox, CSC, Graphic Directions, and the Australian Research Council. He was also a gratis visitor to Microsoft Research in February, 2000.

Between August 2000 and January 2005, he had assumed the roles of Chief Research Officer, Asia Pacific for CSC as well as Innovation Manager at Australian Mutual Provident (AMP) and Maybank, two strategic outsourcing accounts at CSC in Asia Pacific region. Eric was responsible for strategic research, knowledge brokering (between CSC and the clients), innovation management and university-industry collaborations. During his tenure at CSC, he had made significant contributions to CSC's expert systems products, applied research and innovation programmes.

In his academic capacities, Eric has designed and delivered KM, AI, BPR, Portal, and MIS courses at the University of Sydney, University of Technology, Sydney, University of New South Wales, RMIT University, University of Kentucky, The Hong Kong Polytechnic University and City University of Hong Kong. He is the program co-leader of Asia's only master degree in Knowledge Management which is delivered in an online blended learning environment. He has B.Sc. (Hons.), PhD and MBA qualifications.

Appointed as the Professor of Knowledge Management at the Hong Kong Polytechnic University under the President's Distinguished Professionals Scheme in September 2002, he joined the university as a full time staff in March 2005. In the past 3 years, he has given numerous public and custom-designed portals and knowledge management workshops. In the area of KM, he has provided consultancy for many government departments and private organizations in Australia, Hong Kong, Singapore, Malaysia and Brunei.