Building Capabilities and Overcoming Challenges.

INNOVATIONS IN KNOWLEDGE ORGANISATION CONFERENCE 2016
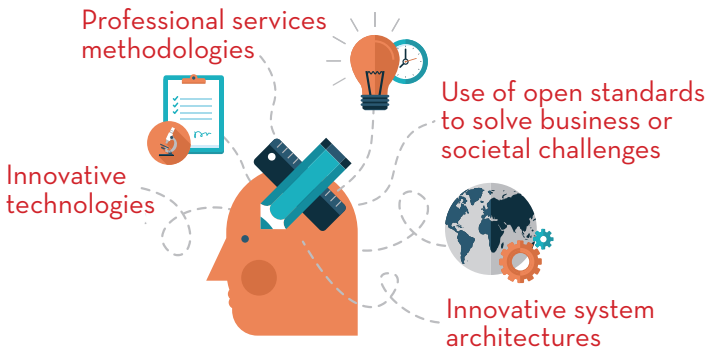
20 - 22 July 2016
e2i Campus, 80 Jurong East St 21,
Singapore 609607

www.ikoconference.org

What is the IKO conference?

IKO was created to showcase innovations in knowledge organisation, whether through the application of innovative methods and technologies, or novel combinations of methods and technologies.

IKO will focus on four key areas:

Professional services methodologies

Use of open standards to solve business or societal challenges

Innovative technologies

Innovative system architectures

Conference topics can cover:

- Autoclassification and text analytics
- Data wrangling, big data and data analytics
- Enterprise content management
- Innovative use of ontologies and structured knowedgebases
- Internet of Things
- Knowledge graphs, graph search and graph databases
- Linked data and semantic web
- Open source search innovations
- Search based applications
- Taskonomies and information organisation to support work
- Taxonomies and information architecture
- Taxonomy-enhanced search
- The role of taxonomy standards in innovative taxonomy solutions

Who will attend?

IKO Conference 2016 will host about 100 individuals from government and private sector in Singapore and surrounding countries, and holding positions such as:

- CIOs & CKOs
- Knowledge Managers
- Intranet Managers
- C-Level Executives
- IS/IT Professionals
- Communications Managers
- Information & Knowledge Architects
- Information Professionals
- Scientists, Engineers, & Researchers
- Content Managers
- Competitive Intelligence Professionals
- Business Intelligence Professionals
- Risk Managers

And professionals responsible for:

- Sensemaking
- Knowledge Management
- Business Intelligence
- Content Management
- Human Resources
- Marketing & Sales
- Electronic Commerce
- Supply Chain Management
- Customer Relationship Management
- Competitive Intelligence
- Risk Management
- Organisation Development
- Anyone who wants to run an innovative enterprise!

Who are we?

This conference is curated by three international thought leaders and practitioners in knowledge organisation, supported by a distinguished Advisory Board:

Dave Clarke

David is co-founder and CEO of the Synaptica® group of companies, providers of enterprise software solutions for taxonomy and ontology management. David leads R&D at Synaptica, and is currently developing a range of Linked Data software solutions for ontology management, semantic indexing and content annotation.

Patrick Lambe

Patrick is Principal Consultant of Straits Knowledge, and the author of *Organising Knowledge: Taxonomies, Knowledge and Organisation Effectiveness* (Oxford 2007), one of the leading books in knowledge organisation, and co-author of *The Knowedge Manager's Handbook* (London 2016).

Maish Nichani

Maish is the founder of PebbleRoad, an innovative user experience design consultancy that helps organisations turn complex, challenging problems into elegant, innovative designs. He has curated learning events on designing the search experience, building search based applications, using pattern libraries, service design, and usability.

Supporting Organisations

INTERNATIONAL SOCIETY FOR KNOWLEDGE ORGANIZATION

actKM FORUM

THE INSTITUTE FOR KNOWLEDGE AND INNOVATION SOUTH-EAST ASIA BANGKOK UNIVERSITY

香港知識管理學會
Hong Kong Knowledge Management Society

THE HONG KONG POLYTECHNIC UNIVERSITY 香港理工大學

KMIRC 知識管理及創新研究中心
Knowledge Management and Innovation Research Centre

Workshop Agenda

20 July 2016

9:00am - 12:00pm   **Getting Started in Search – Agnes Molnar and Maish Nichani**

This workshop will help approach enterprise search from a user-centric, holistic way. We will cover:

- Users: how to understand search tasks and outcomes from the user's point of view
- Content: how to optimise content so that it can serve the search tasks and outcomes
- Context: how to leverage context to improve relevancy and user experience
- Interface: how to optimise the interface so that it matches the search tasks
- Technology: what types of technology to look out for to enable the desired search experience
- Governance: how to continuously improve the search experience and scale it to other search projects

1:00pm - 4:00pm   **Getting Started in Text Analytics – Tom Reamy**

Text analytics can enhance KM applications of all kinds from basic knowledge repositories to advanced search to new models of knowledge. This workshop covers how to create an integrated platform to support all these applications and more. To create this platform requires an understanding of the full range of text analytics capabilities (entity extraction, auto-categorization, sentiment analysis, etc.) as well as a practical guide to how to get started (business justification, selection of software, training, etc.).

This workshop is based on Tom Reamy's new book, *Deep Text: Using Text Analytics to Overcome Information Overload, Get Real Business Value from Social Media, and Add Big(ger) Text to Big Data.*

The workshop covers:

- The basic analytics techniques from machine learning to sophisticated rule building
- An evaluation process to select the right text analytics software for your organization
- An iterative development process that includes major issues and how to overcome them
- The range of types of applications that can be built with text analytics from advanced expertise applications to new uses of social media

NOTE

a) There will be tea break at 10.30am for morning workshop
b) There will be tea break at 2.30pm for afternoon workshop
c) Lunch will be available for participants who are attending both morning and afternoon workshops

Conference Agenda

Day 1 (21 July 2016)

| 9:00am | **Welcome Address** | *Welcome to the conference from the Conference Curators* |

| 9:15am | **Opening Keynote** – Robert Glushko "The Discipline of Organizing: A Framework for Achieving {Organisational Benefits, the Benefits of Organising}" | |

Organizing is a fundamental issue in many disciplines, most notably library and information science, computer science, systems analysis, informatics, law, economics, and business. However, these disciplines have only limited agreement in how they approach problems of organizing and what they seek as their solutions. This talk presents a higher level framework for issues and problems of organizing that emphasizes the common concepts and goals of the disciplines that study them. The framework proposes that every "Organizing System" involves a collection of resources, and we can treat physical things, digital things, information about such things, and even the people who use them as resources. Every Organizing System involves a choice of properties or principles used to describe and arrange the resources, and ways of supporting interactions with the resources. By comparing and contrasting how these activities take place in different contexts and domains, we can identify patterns of organizing and see that Organizing Systems often follow a common life cycle.

10:00am	Table reflections and Q&A	*15 minutes table discussions and 15 minutes plenary Q&A*
10:30am	Tea Break & Networking Session	
11:00am	**Challenge Session** – Why are we here? What issues and challenges in knowledge organization are we facing?	*Get a sense of the driving needs among conference participants*
11:30am	**Fishbowl (Expert Panel) 1** – The Role of the User in Knowledge Organisation: Involvement, Methods and Metrics	*30 minutes panel discussion; 30 minutes Q&A*
12.30pm	LUNCH – Book Signings – Robert Glushko, Tom Reamy, Patrick Lambe	

EXPLORE

1.30pm	**Case Study Café (1)** – Case pitches	*Case presenters for our first 8 case studies will give a short pitch introducing their case study to the plenary audience.*
2:25pm	Break out into case study table discussions (a) Each case presenter will host an in-depth table discussion on their case study	*Decide which case study in-depth discussions you want to explore*
2.50pm	(b) Move to another case study table discussion to explore a second case of interest to you	
3.15pm	(c) Move to a third case study table discussion to explore a third case of interest to you	
3:40pm	Tea Break & Networking Session	

CHALLENGES

4:00pm	**Fishbowl (Expert Panel) 2** - Governance for Knowledge Organization: Challenges and Opportunities	*30 minutes panel discussion; 15 minutes Q&A*
4.45pm	Capturing key questions of Day 2	*Major questions captured on cards for consideration on Day 2*
5.00pm	**Day 1 Close**	

Day 2 (22 July 2016)

9:00am	Review of Day 1	*Key themes and questions from Day 1*
9:15am	**Day 2 Keynote** – Tom Reamy – "Deep Text: Using New Approaches in Text Analytics and Knowledge Organization to Make both Humans and Computers Smarter"	

Tom Reamy will introduce the key ideas from his new book on text analytics:

- Why text analytics matters
- Building a new text analytics model for deeper knowledge organization
- Using contextual rules, based on how humans learn, to create smarter human -hybrid KM solutions
- What is Deep Text and why should you care?

10:00am	Table reflections and Q&A	*15 minutes table discussions and 15 minutes plenary Q&A*
10:30am	Tea Break & Networking Session	

CHALLENGES

11.00am	**Fishbowl (Expert Panel) 3** – Developing a Business Case for KM/KO Projects: Experience from the Field	*30 minutes panel discussion; 15 minutes table discussion; 15 minutes Q&A*
12:00pm	LUNCH – Book Signings – Robert Glushko, Tom Reamy, Patrick Lambe	

EXPLORE

1:00pm	**Case Study Café (2)** – Case pitches	*Case presenters for our second 8 case studies will give a short pitch introducing their case study to the plenary audience.*
1:50pm	Break out into case study table discussions (a) Each case presenter will host an in-depth table discussion on their case study	*Decide which case study in-depth discussions you want to explore*
2.15pm	(b) Move to another case study table discussion to explore a second case of interest to you	
2.40pm	(c) Move to a third case study table discussion to explorea third case of interest to you	
3:05pm	Tea Break & Networking Session	

APPLY

3:30pm	**Plenary** - Matt Moore "Building Organizational Capabilities in Knowledge Organization"	
4:05pm	**Table Action Planning** – Working with the experts on taking practical steps on building KO capabilites	*Participants will work with expert panelists at their table to identify concrete actions they can undertake to build KO capabilities in their organization*
4:40pm	Plenary feedback	
4:50pm	**Conference Summary and Review**	*Close to the conference by Conference Curators*
5.00pm	**Conference Close**	

Case Studies

IKO

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Contact Us

For more information on participation, eligibility for discounts, or sponsorship opportunities, you may contact:

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