

Minimize knowledge loss by leveraging on the Intranet


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International Enterprise (IE) Singapore

Intranet2014

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Driving Singapore's External Economy

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turn·o·ver

/'tərn,ōvər/

The rate at which employees leave a workforce and are replaced.



knowledge transfer

Capture Institutionalise Share

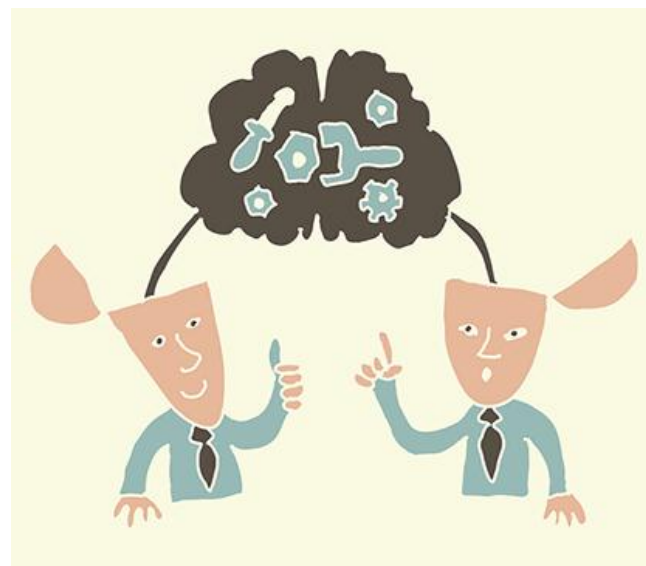


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Document

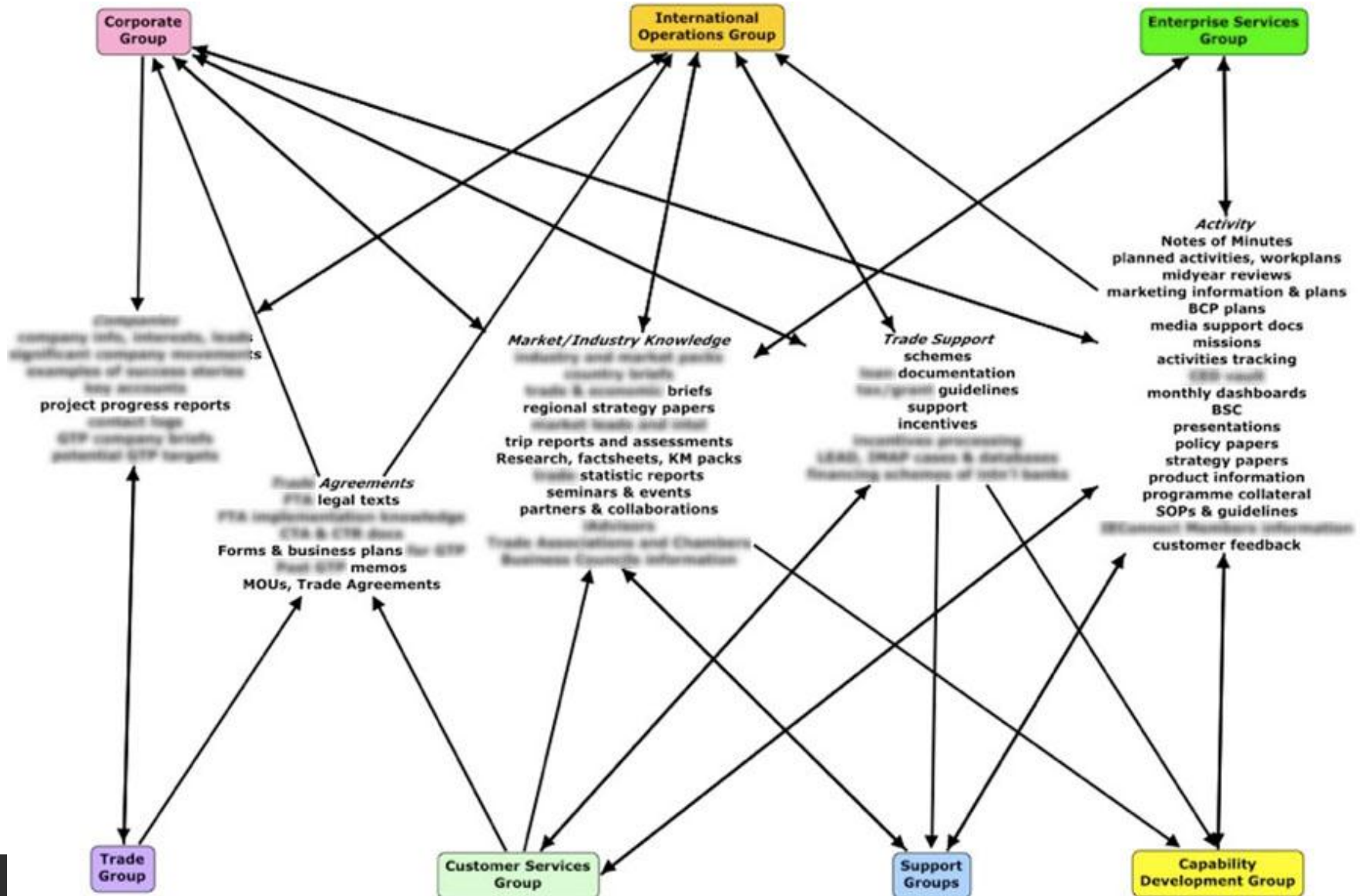


Experience



Document

Sharing Opportunities



Driving Singapore's External Economy

Reports are uploaded into the IEX Knowledge Library

The screenshot displays the IEX Knowledge Library website. At the top, the IEX logo is on the left, and navigation links for 'My Page', 'People Finder', 'Applications', 'Help', and a notification icon are on the right. A search bar with the placeholder 'Search this site...' is positioned below the navigation links. A teal header bar contains the following menu items: Home, Business Knowledge, Chattr!, Collaboration Spaces, Corporate & HR, News Hub, Leisure, and About IE.

Below the header, the breadcrumb trail reads 'IEX > Business Knowledge > Knowledge Library', followed by the main heading 'Knowledge Library'. The left sidebar features three filter sections: 'Tag Bundles' with a 'Select Tag Bundle' dropdown; 'Market' with a list of regions including Africa (91), Australia (48), Bahrain (9), and Brazil (112); and 'Sector' with a list of industries including Aerospace (79), Agricultural commodities (131), Automation (9), and Automotive (94). Below these are 'Document Type' and 'Date' filters, each with an 'Expand' link.

The main content area is titled 'Recents' and lists six documents, each with a profile picture, title, author (IESINGAPORE), date (28 Mar 2014), and interaction links (Like, Share, Bookmark, Comment). The documents are: 'Review of Strategies for...', 'M&A 2014', 'Market Opportunities', 'Strategy Paper', 'View 2014', and 'Update on... for 2014'. A 'Featured Documents' section on the right lists four additional documents: 'M&A 2014', 'Market Opportunities', 'View 2014' by Francisco JOSE RIOS ZANOTTI, and 'Event Assessment Report'.

How do we sustain the contribution?

No. of
knowledge
documents
contributed



Document upload dialog box

Document Upload

Upload Business Knowledge

Document Category

Specify market

Zimbabwe x

Specify sector

Agricultural commodities x

Specify document type *

Mission report x

Additional keywords

☐ This document has trade-related contents.

☐ Feature this document.

Title*

Africa Zimbabwe Coffee Manufacturing Mission Report

Group*

Middle East & Africa Group

Author*

Shaharudin MOHD ISHAK (IESINGAPORE) x

Document Source (Max. file size is 100MB) *

Browse...

Previous Submit

Rewards and Recognition



"You all deserve a personal pat on the back."

Badges



Celebrity



Award-Winning



Bestseller



Published Writer



Newbie

Congratulations!



Clarence HOE (IESINGAPORE),
you have been awarded with the **Bestseller**
badge.

You've contributed 5 or more Knowledge documents!



Some of your colleagues who also have this badge



Anchit SOOD (IESINGAPORE)
Americas Group




Ian LEE (IESINGAPORE)
Middle East & Africa Group




Hoi Leong LEE (IESINGAPORE)
North Asia Pacific Group

Officer profile page : Badge's Hall of Fame



5



Anchit (IESINGAPORE)

Desk Phone

Mobile Phone

Position

Centre Director

Group

Americas Group

Unit

Email

@iesingapore.gov.sg

Division

OC Sao Paulo

Location

Overview

Knowledge Library

Chattr!

Collaboration Spaces

Compliments

My Media

My Badge



2012

2011

Badge Icon	Name	Description	Date Achieved
	Spokesperson	You've contributed 5 or more Chattr! posts!	27 Nov 2012
	Published Writer	You've contributed 3 or more knowledge documents!	26 Nov 2012

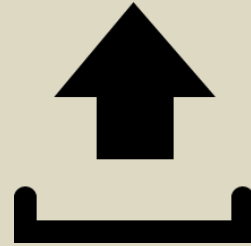
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Knowledge contribution statistics (2013)



Consistent
contribution



2000+

Documents
uploaded into
the intranet



6000+

No. of times
documents have
been
downloaded



Experience

RACK

Retention of All Critical Knowledge



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Reports are uploaded into the IEX Knowledge Library



The screenshot displays the IEX Knowledge Library web application. At the top, the IEX logo is on the left, and navigation links (My Page, People Finder, Applications, Help) and a notification icon (0) are on the right. A search bar labeled 'Search this site...' is positioned below the navigation links. A teal header bar contains the following menu items: Home, Business Knowledge, Chattr!, Collaboration Spaces, Corporate & HR, News Hub, Leisure, and About IE. Below the header, the breadcrumb trail reads 'IEX > Business Knowledge > Knowledge Library > Results'. The main heading is 'Knowledge Library'. On the left side, there are three filter sections: 'Tag Bundles' with a dropdown menu showing 'Select Tag Bundle'; 'Market' with a list of regions (All Markets, Africa (1), Argentina (1), Australia (3), Brazil (4)) and an 'Expand' link; and 'Sector' with a list of industries (All Sectors, Aerospace (5), Agricultural commodities (3), Automotive (5), Consumer information & ... (3)) and an 'Expand' link. Below these filters, the 'Document Type' section shows 'All Document Types'. The main content area displays search results for 'RACK Report'. A filter box at the top of the results shows 'RACK Report x'. The results list four entries, each featuring a profile picture, a name, the document title 'RACK Report', the location '(IESINGAPORE)', the upload date, and interactive links (Like, Share, Bookmark, Comment). The entries are: Daryl (25 Mar 2014), Adeline (21 Mar 2014), Ong Shieh (17 Mar 2014), and another user (11 Mar 2014).



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How the reports are shared : Share button

Latest Documents [More](#)

 **Daryl Chee RACK Report**
(IESINGAPORE)
25 Mar 2014
[Like](#) [Share](#) [Bookmark](#) [Comment](#)

 **Presence in Japan**
Sam YEO (IESINGAPORE)
21 Mar 2014
[Like](#) [Share](#) [Bookmark](#) [Comment](#)

 **Tips and assistance on business setup in Japan**
(IESINGAPORE)
21 Mar 2014
[Like](#) [Share](#) [Bookmark](#) [Comment](#)

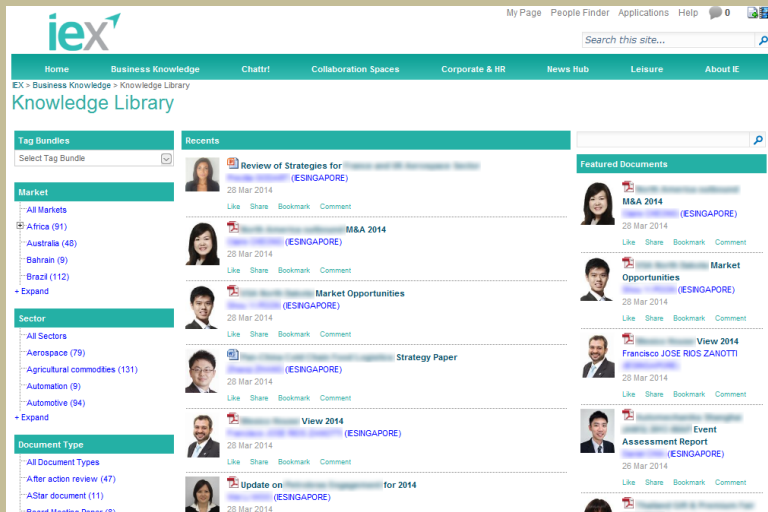
 **How businesses can tap on regional FTAs or EPAs**
(IESINGAPORE)
21 Mar 2014
[Like](#) [Share](#) [Bookmark](#) [Comment](#)

RACK



Retains knowledge

Trusted information



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Chattr! : social platform

Chattr!

Tag your post with the relevant Market, Sector or Trade.

Can't find the suitable tags? Enter the keyword(s) here.

Select Tag Bundle

This is an idea I would like people to vote on

Post

Recent Liked Commented Popular Ideas Ideas

Eng Cheong TEO (IESINGAPORE)
Posted from Mobile IEX
Eng Cheong TEO (IESINGAPORE) just posted a blog entry ([Singapore designers in Seoul](#)).
I was in Seoul and saw for myself the pop up stores that displayed our fashion designers' products in the upmarket department store, [REDACTED] It is indeed a good way for our micro SMEs as it build brand awareness with the consumers directly. I am glad that LBG made changes to our incentive scheme so as to support this when ... [See More](#)
26 Mar 2014 07:13 AM
[Unlike](#) [Share](#) [Bookmark](#) [Comment](#)
3 persons like this

Sam YEO (IESINGAPORE)
Three things I learnt from the recent iAdvisory Seminar Japan held on Tuesday 18 Mar:
[REDACTED]
... [See More](#)
21 Mar 2014 11:49 AM
[Like](#) [Share](#) [Bookmark](#) [Comment](#)
8 persons like this
View 1 comment

Clarence HOE (IESINGAPORE)
"F1, Soccer, Basketball..." The death of sportsmanship?
Inspired by Juan Tiang, I also decided to start writing some interesting observations on Chattr!

100+

Staffs used this
in 2013

20+

Average no. of Chattr!
posts per month

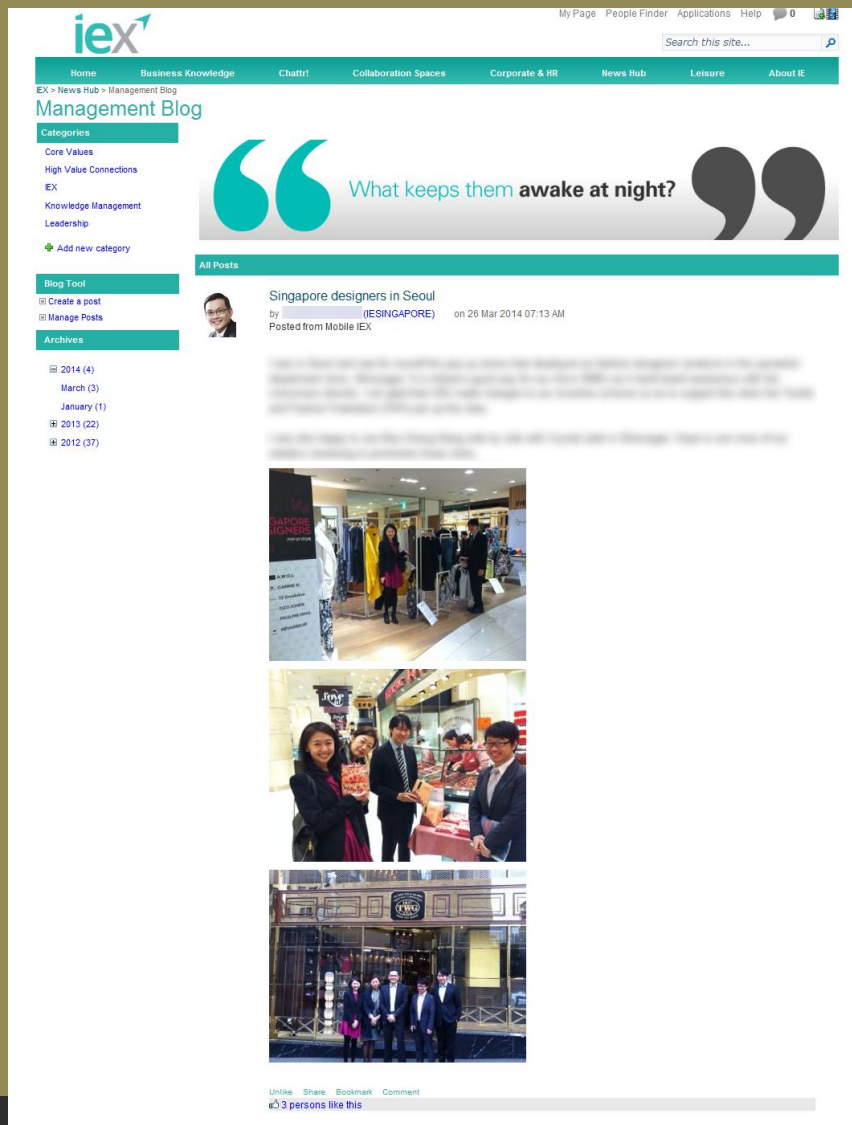
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1-2

Average no. of
blogs per month

1300+

No. of times the
blog has been read



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Collaboration spaces

The screenshot shows the IE Singapore website's 'Collaboration Spaces' section. The top navigation bar includes links for Home, Business Knowledge, Chattr!, Collaboration Spaces, Corporate & HR, News Hub, Leisure, and About IE. Below the navigation bar, the 'Collaboration Spaces' title is displayed. The main content area is divided into three columns: 'My Spaces', 'Meeting Spaces', and 'Organisation Excellence'. Each column lists various collaboration spaces with their descriptions, creation dates, and site status. For example, under 'My Spaces', there is 'IE Singapore BCM' (created 28 Jun 2012) and 'OE Customer Sub-Committee' (created 09 Mar 2012). Under 'Meeting Spaces', there is 'Corporate Planning Exercise' (created 16 Apr 2013) and 'Mid Year Review' (created 16 Apr 2013). Under 'Organisation Excellence', there is 'OE People Sub-Committee' (created 28 Feb 2013) and 'OE Process Sub-Committee' (created 16 Feb 2013). A '+ New Space' link is also visible.

55

Collaboration
spaces created

1000+

No. of times
the spaces have
been used

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Subject-matter Experts



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Staffs profile page




My Page | People Finder | Applications | Help | 0

Search ...

Home | Business Knowledge | Chattr! | Collaboration Spaces | Corporate & HR | News Hub | Leisure | About IE



Clarence (IESINGAPORE)



Desk Phone		Mobile Phone	
Position	Group Director	Email	
Group	Human Resource Group (HRG)	Division	
Unit		Location	7TH FLOOR

Overview | Knowledge Library | Chattr! | Collaboration Spaces | Compliments | My Media | My Badge

Ask me about

- Brazil
- south america
- Peru
- Chile
- Argentina
- Uruguay
- Oil & gas
- Real estate
- infrastructure
- guitar
- judo
- golf
- learning & development

About Me

Graduated from NUS School of Design and Environment.

Worked in JTC to conceptualise, construct and market industrial property.

Then moved on to MTI Capabilities Development Group to formulate policies and products to help enterprises grow their topline.

Eventually joined IE till today, having worked in Infrastructure Services and also based in Sao Paulo Overseas Centre.

Hobbies are listening to music, playing the guitar, appreciating gastronomy, running, reading and exploring the world.

Believe that Life is really too short and unpredictable, so have to make full use of it. And believe also in hope and in God when we need the peace in midst of these storms of complexities.

Past Market/Sector Experience

- Real estate
- incubation space development
- Precision Engineering
- Oil & gas
- infrastructure
- China
- Thailand
- Qatar
- India
- Vietnam
- south america

Past Projects

- SGP to Singapore Island
- SGP to India
- Technology transfer to Singapore Island
- Real Estate Development Project
- Learning Development in Brazil
- IT Engineering in Brazil
- Real Estate in Brazil
- Transportation in Brazil

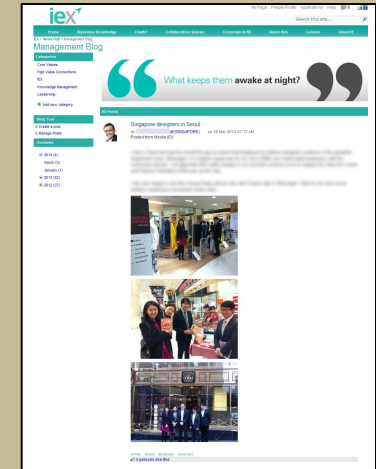
Languages

- Portuguese
- Mandarin
- Spanish

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Management Blog



Awareness : Changing mind set



Day 1-5 emails

Day 1

Welcome

Day 2

Introducing our knowledge workers

Day 3

Business Knowledge

Day 4

Sharing Knowledge

Day 5

Building our Knowledge

[illegible]


New & Noteworthy

Knowledge Library

ie Singapore

Read this month's knowledge documents contributed by you and your colleagues

New and Noteworthy



Urban Solutions

International Leadership in Singapore


Brasilia Urban Solutions Jurong Consultants Case Study

In 2009, Brazilian state Minas Gerais successfully awarded Jurong Consultants International a master planning project without going through an international public bidding process, by utilising a specific condition in the legislation. However when Federal District Brasilia used the same model to award Jurong, it failed to explain to the public why a foreign company was hired.


It led to several protests by different stakeholders, including architects, associations, and local community, through different media channels. How did the Sao Paulo OC help to turn the situation around in this PR nightmare?

Read about it in [Brasilia Urban Solutions Jurong Consultants Case Study](#).


RACK Reports




Gordon Tan RACK Report



Pamela Tang RACK Report




Florence Loh RACK Report




Alexandra Tin RACK Report

[Show more RACK Reports](#)


StorIEs Article




Stories by Nordin Md Yatim



Stories by Sarah Bonadio




Stories by Mary Intacta




Stories by Jason Lim

[Show more Story Articles](#)


Case Study Papers




First Kids Enrichment Consortium in China



Brasilia Urban Solutions Jurong Consultants Case Study




Developing Singapore as a Perishable Food Hub Case Study




LSTD Learnings from Deep Dives and JAPs

[Show more Case Study Papers](#)


Mission and Study Trip Reports




Turkey Mission Report



U.A.E. Mission Report



Saudi Arabia Mission Report



Reverse Mission Report

Turkey Istanbul Consumer Electronics Mission Report

UAE Dubai Agricultural Commodities Kingsman Sieger Conference Mission Report

Saudi Arabia Oil & Gas Mission Report

Bechtel Corporation (NRD & Americas) Reverse Mission Report

[Show more Mission Reports](#)

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ie
Singapore

52-week KM-related advertisement

Latest knowledge documents

IE Singapore's knowledge documents


Your anchor to valuable learnings

Click here to look at the latest New + Noteworthy Knowledge Documents



2014 Knowledge Management Division

Institutionalize emails




> **E.F.S.**

File your emails. You never know when you will need it again.

Click [here](#) to find out how to access the emails in EFS.

Importance of sharing learning points



Every time your mistake hits you in the mouth, step back and discover what you can learn from it.

Click [this image](#) to read the latest Case Study Papers/Slides

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Reward and Recognition: Badges



Celebrity



Award-Winning



Bestseller



Published Writer



Newbie



News Bureau Chief



Journalist



Superstringer



Spokesperson



Source



Superstar Blogger



Celebrity Blogger

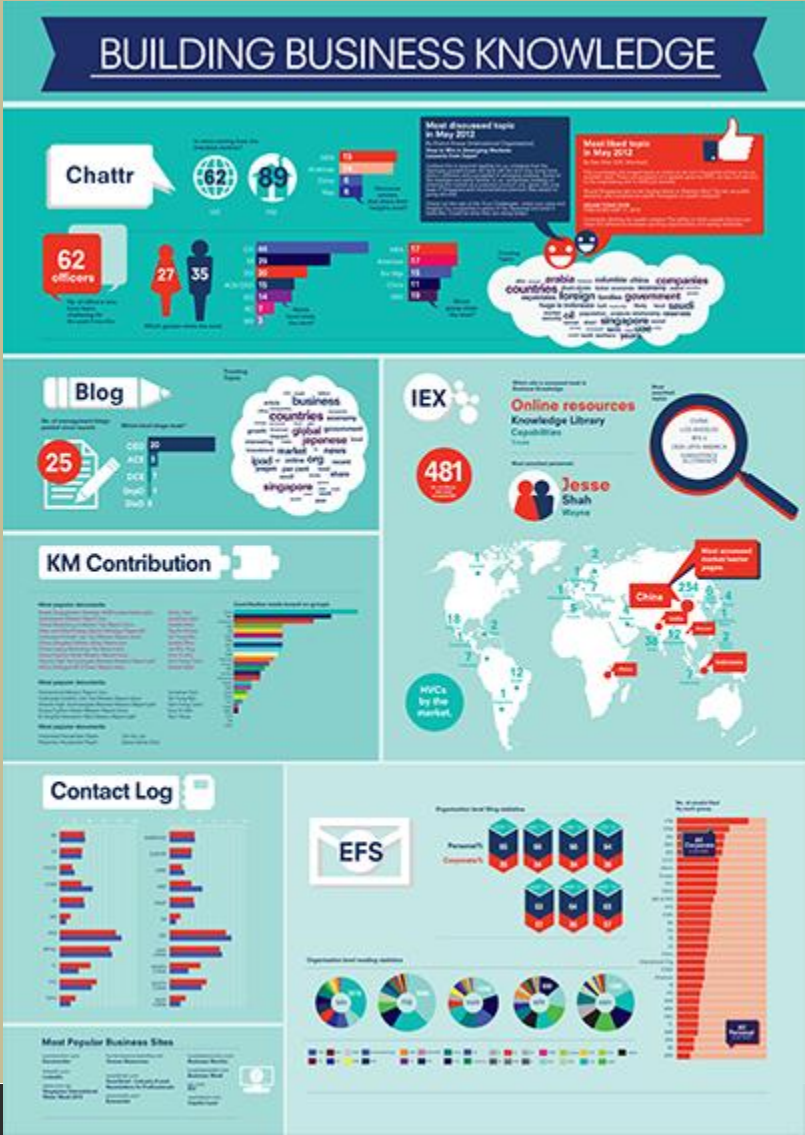


Enterprising Blogger



Newbie Blogger

Infographics: Using data to tell stories



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What I've Learnt



Know users' knowledge assets and business activity.

UX is of utmost importance.

Infuse creativity in recognition and awareness.



Driving
Singapore's
External
Economy

Thank You

www.iesingapore.com

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