

## **Authoring Tools**

Creating information is integral to virtually every knowledge worker's duty in a knowledge organization. However, the less time spent authoring, the more time knowledge workers and managers have to do other work. Authoring tool technology has progressed rapidly since the introduction of the first word processing programs. Today multimedia editors are used almost as often as text editors are for creating content. Graphics programs are available for creating print documents and for projecting to an audience, image editors for rendering web-friendly photographs and animations. Similarly, sound editors for creating sound effects or editing speech and video editing systems for preparing video for presentation over the web or the corporate intranet are readily available, affordable, and applicable to the information authoring process.

## **Infrastructure**

All of the above technologies—and all of their potential business advantages—assume some form of information infrastructure, which minimally involves a computer platform or image-capture hardware of some type, from desktop PCs, to laptops, hand-helds, and cell phones. The infrastructure also includes the information storage media, from magnetic tape and floppy disks to hard drives, CD-ROMs, and DVDs. These infrastructure technologies can either add to or take away from the bottom line, depending on how they are implemented and the synergies that exist between infrastructure and the technologies it supports.

Groupware relies on a high-speed network connection among knowledge workers and between knowledge workers and computer systems. The network can take the form of the Internet and the web, intranets, and internets, including their associated cables, servers, and network operating system software, and browsers. Wireless systems