

**Turning Organizational Knowledge
into Deployable Solutions**

Knowledge Drivers International Learning & Education Services

Module 8

Knowledge Management

Technology Overview



Module Outline

- Technology and Tools in KM
- Framework for Managing KM Technology Requirements
- Available KM Technology and Tools
- Case Study from an Early Adopter
- Market Drivers & Trends
- Module Concluding Remarks



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Goals of Technology in KM

- The goal for KM technology is to create a connected environment for knowledge generation and development
- KM tools must develop further connections between people – not just connect people and information systems



Roles of Technology in KM

- Extend the reach & interaction
- Enhance speed of transfer
- Enrich the understanding: deals with context rather than facts
- Enable transformation from information to knowledge by capturing and managing context, experience, and interpretation

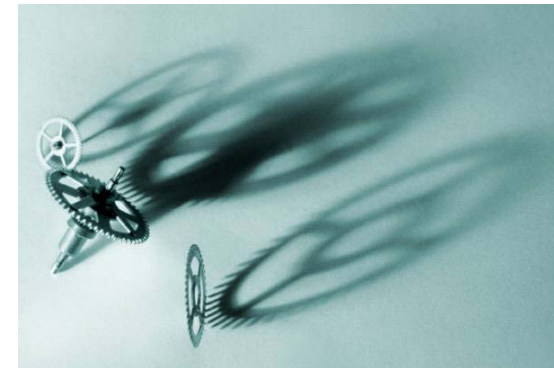


KDi's Model for Managing KM Technology Requirements



Process Knowledge Management

- Process knowledge management tools structure end-to-end organizational processes and contents for practical usage
- Create consistent and high-quality process knowledge content for ease of access
- Examples
 - Business Process Management
 - Content Management
 - Document Management



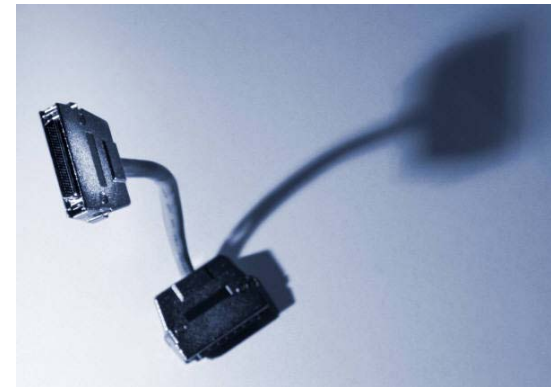
Knowledge Discovery

- Knowledge discovery tools help people to 'understand'
- Enable people to find the knowledge that exists within the organization – whether that is in a document, an e-mail exchange or the personal expertise of an individual.
- Examples
 - Data and Text Mining
 - Online Analytical Processing (OLAP)
 - Search Engine
 - Modeling & Simulation



Knowledge Collaboration

- Knowledge collaboration tools make it possible to share knowledge and contribute to the corporate memory
- Create a shared space for network-based 'virtual communities', where their members can exchange knowledge and manage common tasks and resources
- Examples
 - Workflow
 - Messaging Engine
 - Collaboration
 - Groupware



Knowledge Navigation

- Knowledge navigation tools provide the way to navigate round the knowledge resources and services
- As a gateway to the corporate memory, they provide personalized delivery of information and messages to user based on preferences
- Examples
 - Information Portal
 - Taxonomy Generator
 - Knowledge Map



Why KM Technology and Tools?

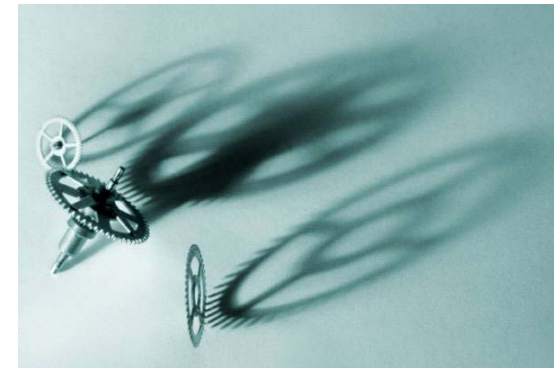
- Provide technology and tools that enhance and enable knowledge generation and development
- Ease the burden of work, through augmentation and automation
- Allow resources to be applied efficiently to the tasks for which they are most suited



Process Knowledge Management

■ Key features

- Capture best practices and expert knowledge in the form of processes, activities and tasks
- Manage guidelines and work instructions through contents and documents
- Generate workflow diagrams that facilitate understanding of business value chain
- Connect people to working knowledge and subject matter experts
- Deploy via web for access by the entire workforce



ProCarta

The screenshot displays the Steelcase eProcurement web application. On the left, a sidebar contains the Steelcase eProcurement logo and a list of processes: Process 10: Finished Good - Direct, Process 20: Office Supplies - Indirect, Process 30: Temporary Services - Indirect, Process 40: MRO - Indirect, Process 50: Catalog Management, and Process 60: Manual Spot Buy Process. The main content area shows an email message titled "Finished Goods Process Improvements - Message (Rich Text)". The message is addressed to kiehle@steelcase1.com and is from Martin Goldberg. The message body contains a greeting, a paragraph about process improvements, and a signature. Below the message, there is a table with contact information for Rick Kiehle and Martin Goldberg. At the bottom, there is a link to "Process View Flow Chart".

Steelcase eProcurement - eProcurement -

File Edit View Favorites Tools Help

Back Forward Stop Refresh

Steelcase eProcurement eProcurement

[Expand All] [Collapse All]

- Steelcase eProcurement - eProcurement
 - Process 10: Finished Good - Direct
 - Process 20: Office Supplies - Indirect
 - Process 30: Temporary Services - Indirect
 - Process 40: MRO - Indirect
 - Process 50: Catalog Management
 - Process 60: Manual Spot Buy Process

Finished Goods Process Improvements - Message (Rich Text)

File Edit View Insert Format Tools Actions Help

Send [Icons] Trebuchet MS

To: kiehle@steelcase1.com

Cc: [Empty]

Subject: Finished Goods Process Improvements

Hi Rick,

After reviewing the Finished Goods process we have a few suggestions that will enhance the process. This attachment contains the change recommendations and are highlighted for easy input, and immediate republishing on the domain. By immediately implementing these changes we should reduce cost by \$50K.

Best Regards,
Martin

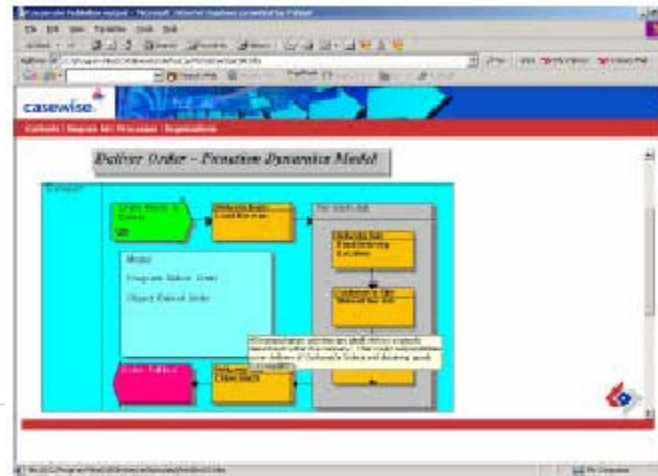
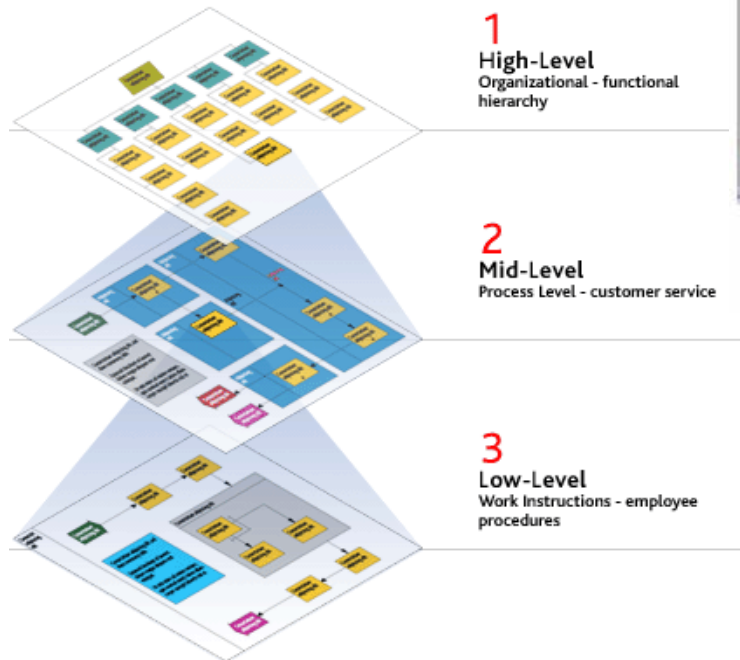
[Word Document Icon]

Rick Kiehle	Director Procurement	555-943-9595	kiehle@steelcase1.com	Procurement
Martin Goldberg	VP, Purchasing	555-597-2734	goldberg@steelcase1.com	Procurement

[Icon] Process View Flow Chart

My Computer

CaseWise



Publish process models to your company intranet, complete with diagram 'drill-downs'



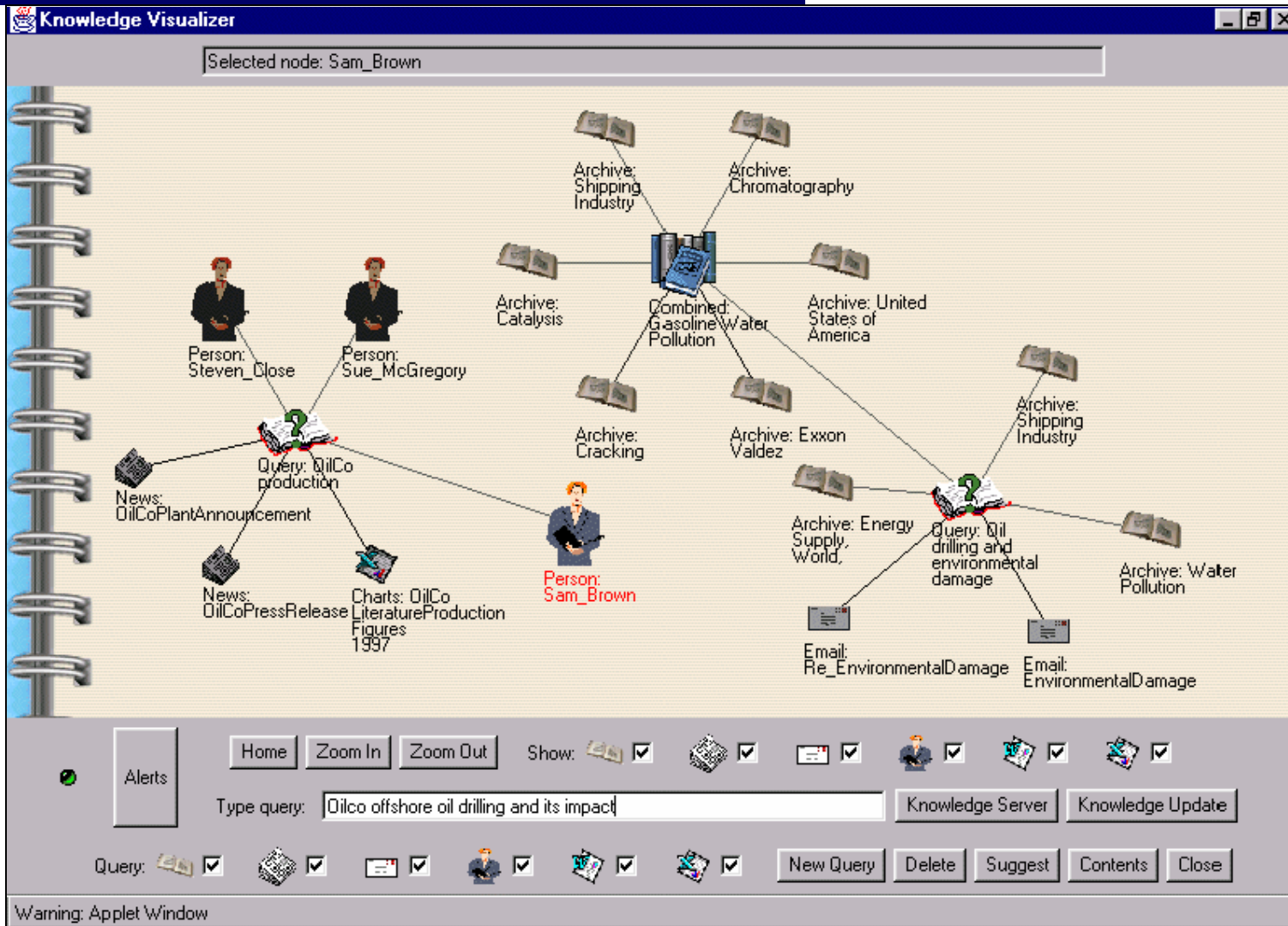
Capture full descriptive details behind each process step to easily train corporate staff

Knowledge Discovery

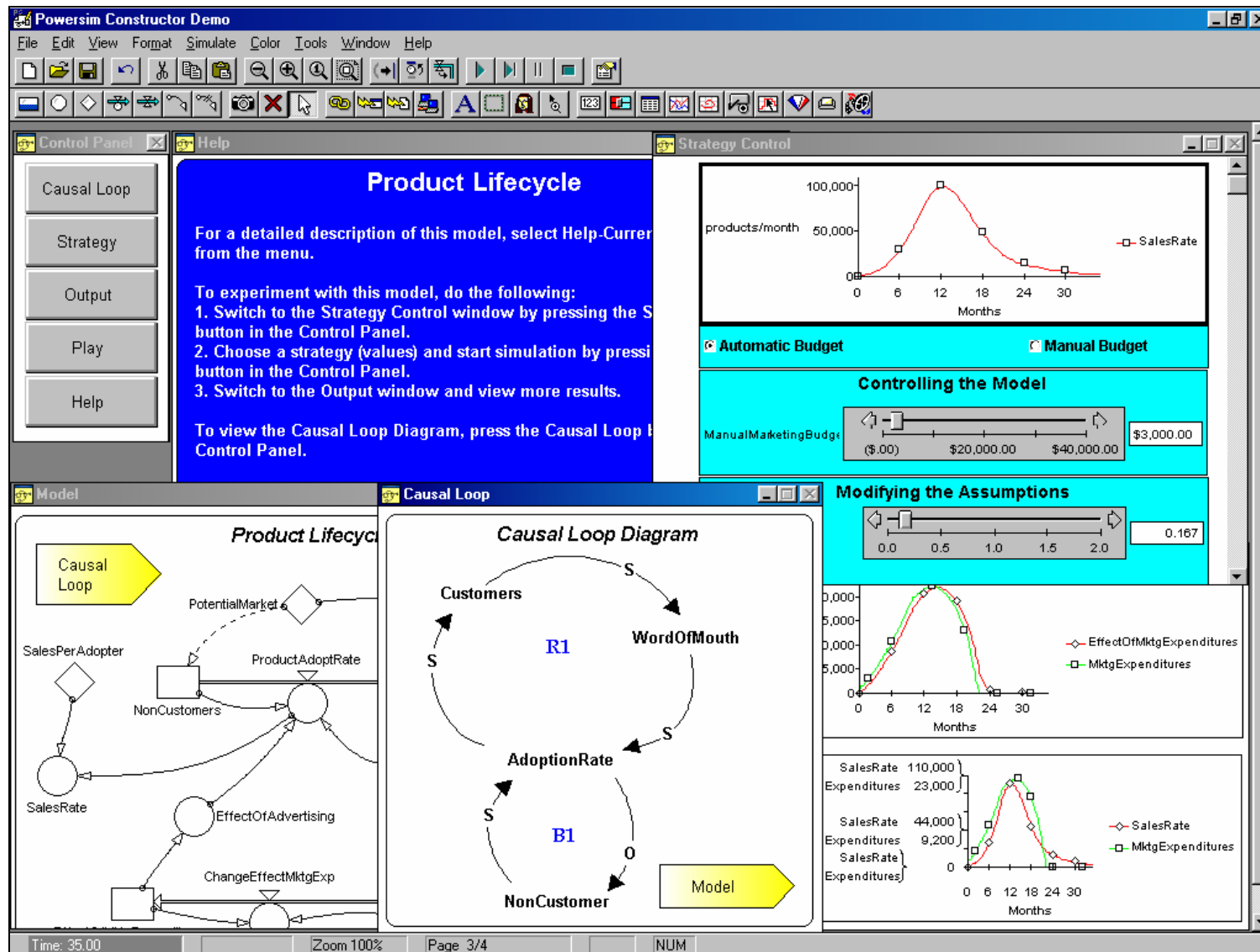
- Key features
 - Basic: keyword and Boolean search capabilities
 - Advanced: semantic analysis, pattern detection, document clustering and text mining
 - Modeling of qualitative and quantitative information, going beyond numbers to reflect subtle aspects of systems



Autonomy

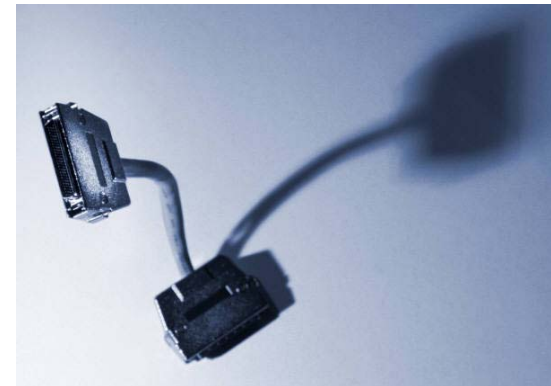


PowerSim

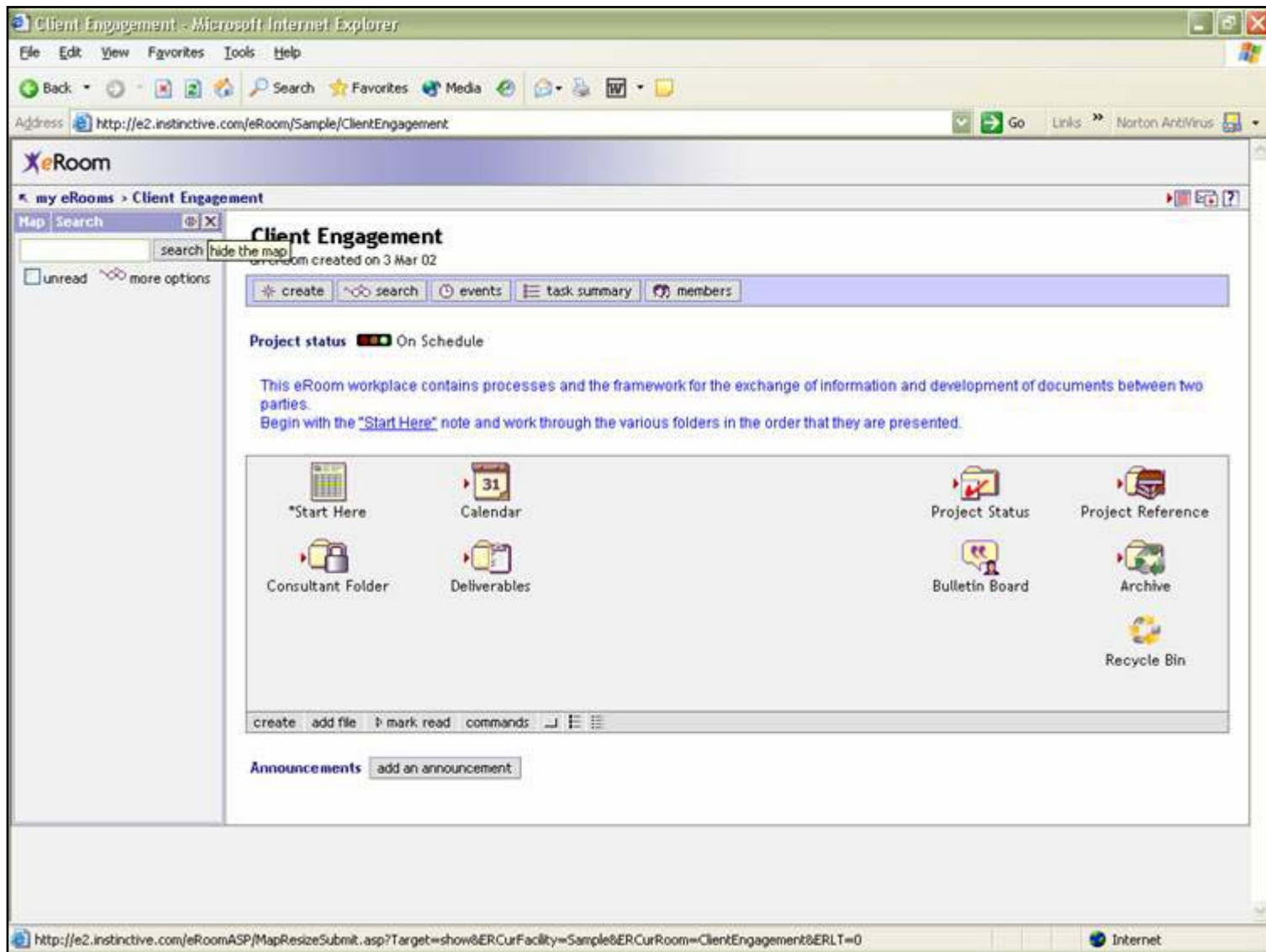


Knowledge Collaboration

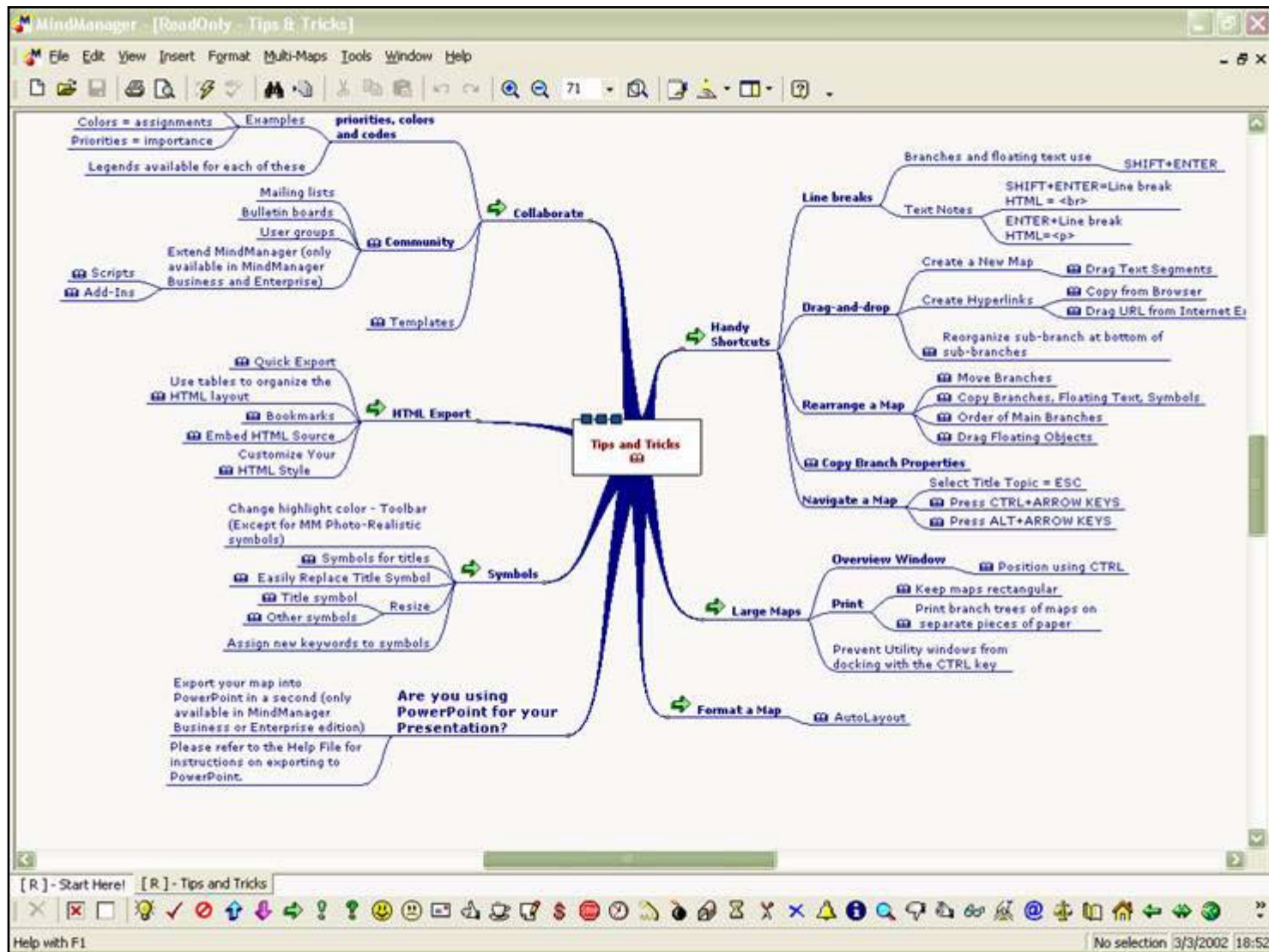
- Key features
 - Shared spaces
 - Document sharing and whiteboard
 - Net-based meetings and conferencing
 - Electronic discussion forums
 - Calendaring (availability & scheduling)



eRoom

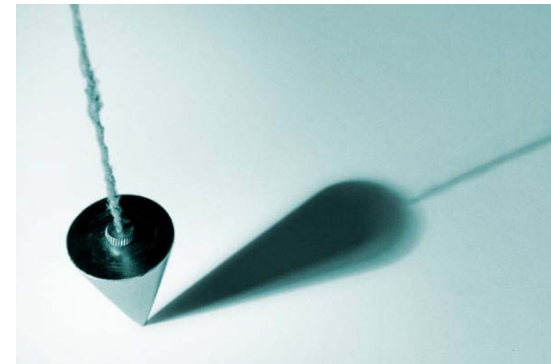


MindManager



Knowledge Navigation

- Key features
 - Corporate Yellow Pages
 - Mapping of physical sources & contents to business views
 - Corporate Thesaurus
 - Access Portal
 - A community interface
 - Push services to provide personalized information



Plumtree

Portal: My Pages - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Address <http://portal.plumtree.com/portal/mypage/mypage.asp?UserID=28> Go Links Norton AntiVirus

Plumtree Corporate Portal 4.5 Login Sunday, March 03, 2002 HELP

MY PAGES WELCOME TO PLUMTREE!

MY PAGES COMMUNITIES DOCUMENTS

Plumtree Login

Log in to your personalized portal account.

User Name:


Password:

Auth Src: Plumtree User Database

☐ Remember My Password


[CREATE AN ACCOUNT](#) [LOGIN](#)

Flash Training Tour



Take a Portal Training Tour!

Flash Product Demo



Take a product tour!

Additional Plumtree Resources

My Publications

Plumtree News and Press Releases

- February 25, 2002 eWeek: Building Portals Made Easier. USGS uses Studio Server to "create work order requests, gather user feedback, develop questionnaires and group calendars in minutes instead of weeks"
- February 22, 2002 Line56: Documentum Allies Plumtree
- February 20, 2002 Press Release: Plumtree Announces Industry Web Seminar Series
- February 19, 2002 Line56.com: Plumtree Announces Customer Survey and New Products to Come
- February 19, 2002 Plumtree Press Release: Plumtree Releases Survey Results from 110 Organizations Deploying a Portal
- February 14, 2002 Plumtree Press Release: Plumtree Upgrades Plumtree Gadget Workshop to Support Eight Languages, Developer Collaboration
- January 30, 2002 CrainTech: Saint-Gobain Finds Portal Solution with Plumtree

Plumtree Events Calendar

<Prev Month **March 2002** Next Month >

Sign up for a web seminar

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
24	25 BEA World, San Diego (Booth #231) Internet Architecture Web Seminar (8am PST)	26 Plumtree/Interwoven Breakfast Seminar (Seoul, Korea) BEA World, San Diego (Booth #231) Plumtree for Manufacturing (Web Seminar, 8am PST)	27 BEA World, San Diego (Booth #231) Plumtree for Retail (Web Seminar, 8am PST) Corporate Portal Survey Web Seminar (Web Seminar, 3pm-4pm PST)	28 Plumtree Gadget Framework for Excel (Web Seminar, 8:30am PST) Plumtree's Documentum User Group (Teleconference, 10 AM PST)	1	2
3 eGov Web Enabled	4 eGov Web Enabled	5 eGov Web Enabled	6	7	8	9

Internet

Sybase

SYBASE

Good Morning, Aster Thomas Jan 21, 2002 Refresh | Search | Help | Log Out

Home Page Personalize Select a Page

My Alerts

Today's Events
No Events scheduled for today

Reminders
Your time sheet for last week is due for submission. Please use the [Time Sheet & Expense Entry](#) application to submit your time sheet details.

Google Search

Google

Topic to search for: Go

Dictionary Search

Dictionary.com

Word to search for: Go

Employee Welcome

Welcome to our Corporate Portal Home Page.

You will find access to different applications and sources of content in this page. Please watch this space for exciting corporate news and other useful messages.

HR Update	Legal Update	Other Corporate News
Mike Lee has been promoted to Sr. Vice President, Marketing, Asia-Pacific region.	A Patent application has been filed for our invention, Product P123412.	Annual Spring Picnic planning committee has been set-up. Please watch this space for more updates.
New employee: John Snow has joined as Director, New Products.		

Tip of the Week: The Time Sheet & Expense Entry application has been integrated with this Portal. Please use the My Alerts portlet that has the link to the Time Sheet and Expense Entry application.

Inventory Report

Click on the button below to run the Report.
(The report displays a list of all inventory items in the database)

[View Report](#)

Hoover's Industry Updates

Get industry updates about

[SOUTHERN COMMUNITY FINANCIAL CORP - Executive Management Promotions](#)
New York: New York Jan 21 2002 (Market News Publishing via COMTEX) --Southern

Portal Control

Hoover's Headline News

Headline News:

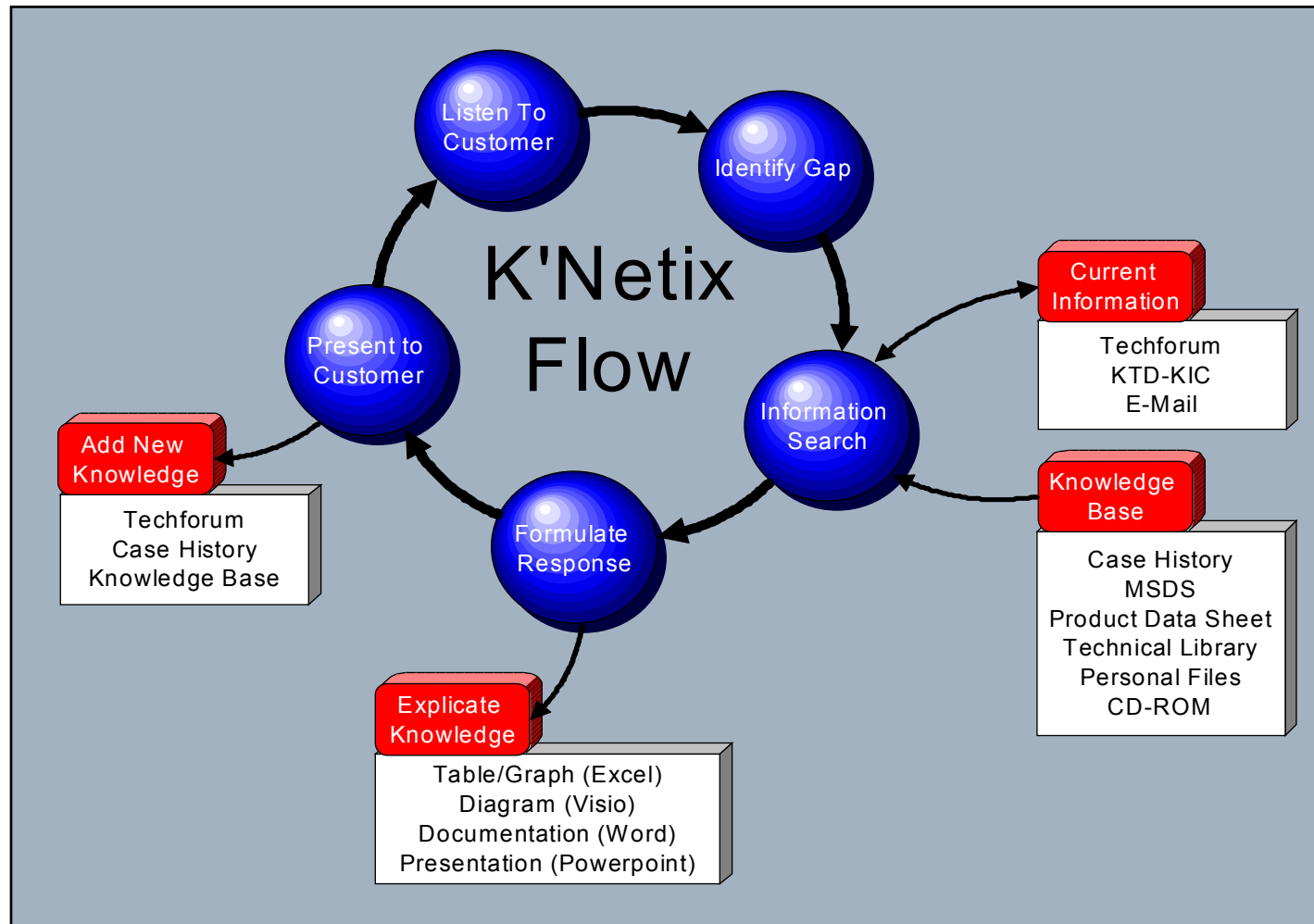
- [D.J. New York Gov Pataki Sees Unveiling Tough Budget Tuesday](#)
Jan 21, 2002 (FWN Select via COMTEX) - ALBANY, N.Y. (AP)-- Now comes the handpart for New York Gov. George Pataki With a state balance she
- [American Medical Security Group Announces Fourth Quarter and Full Year 2001 Financial Conference Call; Live and Archived Conference Call Notification](#)
GREEN BAY, Wis., Jan. 21 /PRNewswire-FirstCall/ --American Medical Security Group's (NYSE

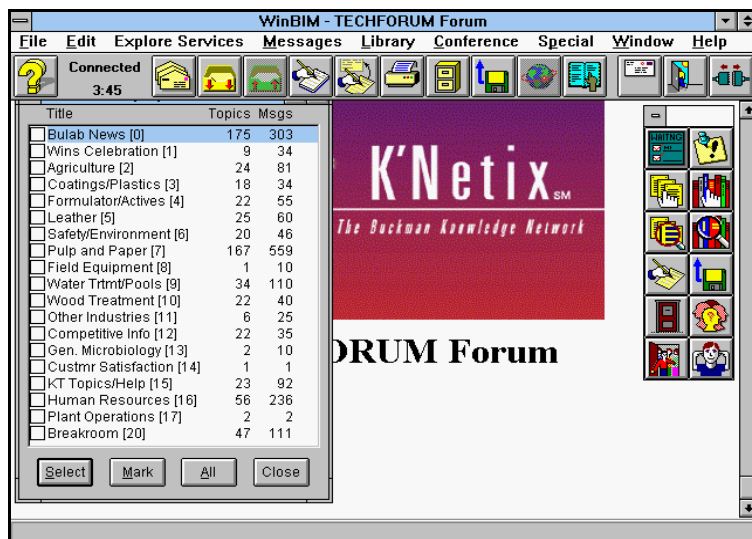
Case Study from an Early Adopter – Buckman Technologies



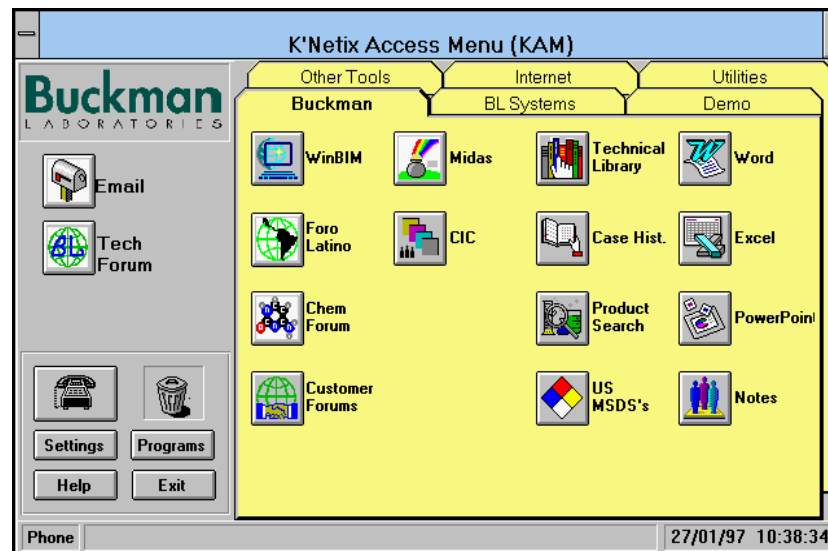
- BL System - component databases that relate to business operations and systems e.g. accounting and order
- Buckman folder - accumulation of technical knowledge to solve customer problems, facilitates communication of information
- MIDAS Marketing Information Data Analysis System - confidential information on customers and processes and how Buckman associates interact with these customers to solve problems
- Customer Forums - allow customer's employees to communicate among themselves and with Buckman associates. Shadow forum exists which are accessible only to Buckman associates

K'Netix Flow

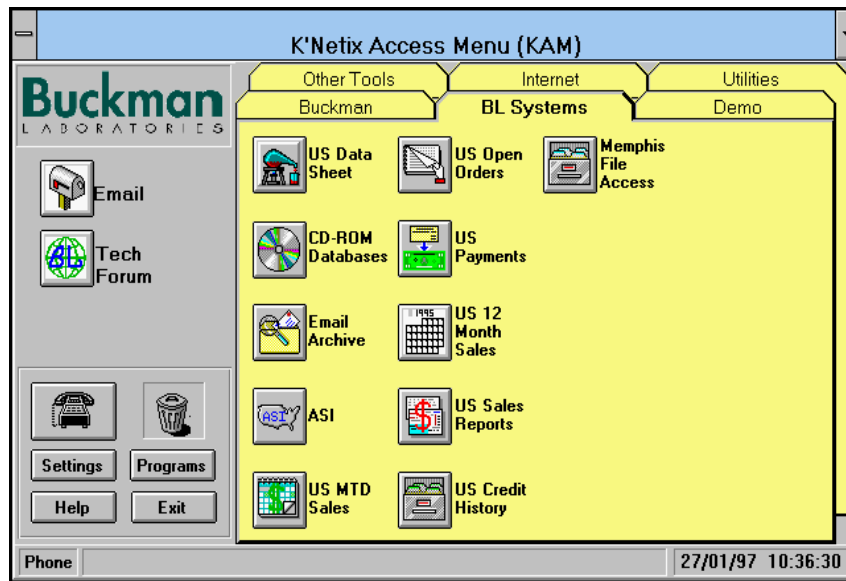




TechForum



Buckman Folder



BL Systems

MIDAS - Marketing Information Data Analysis System

File Edit Help

Corporation: Test Paper Company Location: Memphis, TN

Usage Product List Processes Process Details

Location Info

Mailing Address
 Addr1 453 W. 53rd St.
 Addr2
 City Memphis TN
 Zip 38108 United States

Phone
 Business (901) 223-0987 ext. 8492/8471
 Fax (901) 233-9883

Custom
 Customer Since 1980

Misc Info
 Acct# 09099 Business Culture Synergistic
 Zone 15 Facility Type Manufacturing
 Status Active Account Class Key Corporation

Comments
 Located 5 miles south of I-40 at exit 14.

Industries...
 New Edit Delete

Enter first line of Address Information 1/24/97 1:27:26

MIDAS

Market Drivers & Trends

- Critical battle between Microsoft & Lotus
 - Microsoft KM Strategy, development of MS SharePoint, MS Exchange
 - IBM's Lotus development of platform of R5 into number of directions
- New set of (horizontal and vertical) KM innovative applications for competitive intelligence, best practice, speed-to-market, rapid response, innovation acceleration, learning environment & collaboration, etc.

Microsoft's Technologies for Building KM Solutions



Exchange Server

Supports a wide range of collaborative activities, including group scheduling capabilities, discussion groups, and team folders. With built-in content indexing and search, users can find and share information quickly. With features such as Instant Messaging and real-time data and video conferencing, it enables access to the people and information.

SharePoint Portal Server

Provides a rich, customizable out-of-the-box Web portal that gives users quick access to business-critical information throughout an organization. It integrates basic document management functions such as check-in, check-out, document profiles, and document publishing. In addition, users can create SharePoint Portal Server workspaces to plan, share, and manage project documents.

IBM's Lotus Integrated Collection of KM Technologies



K-station	A knowledge portal that organizes content, applications, and people for both individuals and communities
Discovery Server	A sophisticated solution that probes an organization's combined knowledge and discovers the relationships between People, Places, and Things
Sametime	A real-time collaboration software solution with chat, whiteboarding and application sharing capabilities
QuickPlace	A team collaboration software for capturing discussions, documents, tasks, etc. for projects and ad-hoc initiatives
LearningSpace	A distance learning platform integrating live, asynchronous and self-paced content delivery

Module Concluding Remarks

- Emergent of KM Market – hype and confusion
- Experimentation of new tools and technology by early adopters
- Early efforts are usually technology-led with mixed results
- Renewed focus on KM as a process-driven knowledge solutions that directly address organizational core capability development





Turning Organizational Knowledge into Deployable Solutions

Thank you!

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Website:

www.knowledgedrivers.com

