

Business Process oriented Knowledge Management

Dipl. Winfo.

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Business Computing 2 – FB 5

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Overview

1. KM concept
2. Go-KM approach
3. Go-KM model
4. Outlook
5. Discussion

Knowledge Management Concept

- **What is knowledge?**
 - ✓ Explicit knowledge
 - ✓ Tacit knowledge
- **What is Knowledge Management?**
 - ✓ Management of explicit knowledge
 - ✓ Management of tacit knowledge
- **What is the objective?**
 - ✓ Support realisation of organization objective
 - ✓ Support business process
- **How to get it?**
 - ✓ Knowledge sharing
 - ✓ Knowledge innovation

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Knowledge Processes

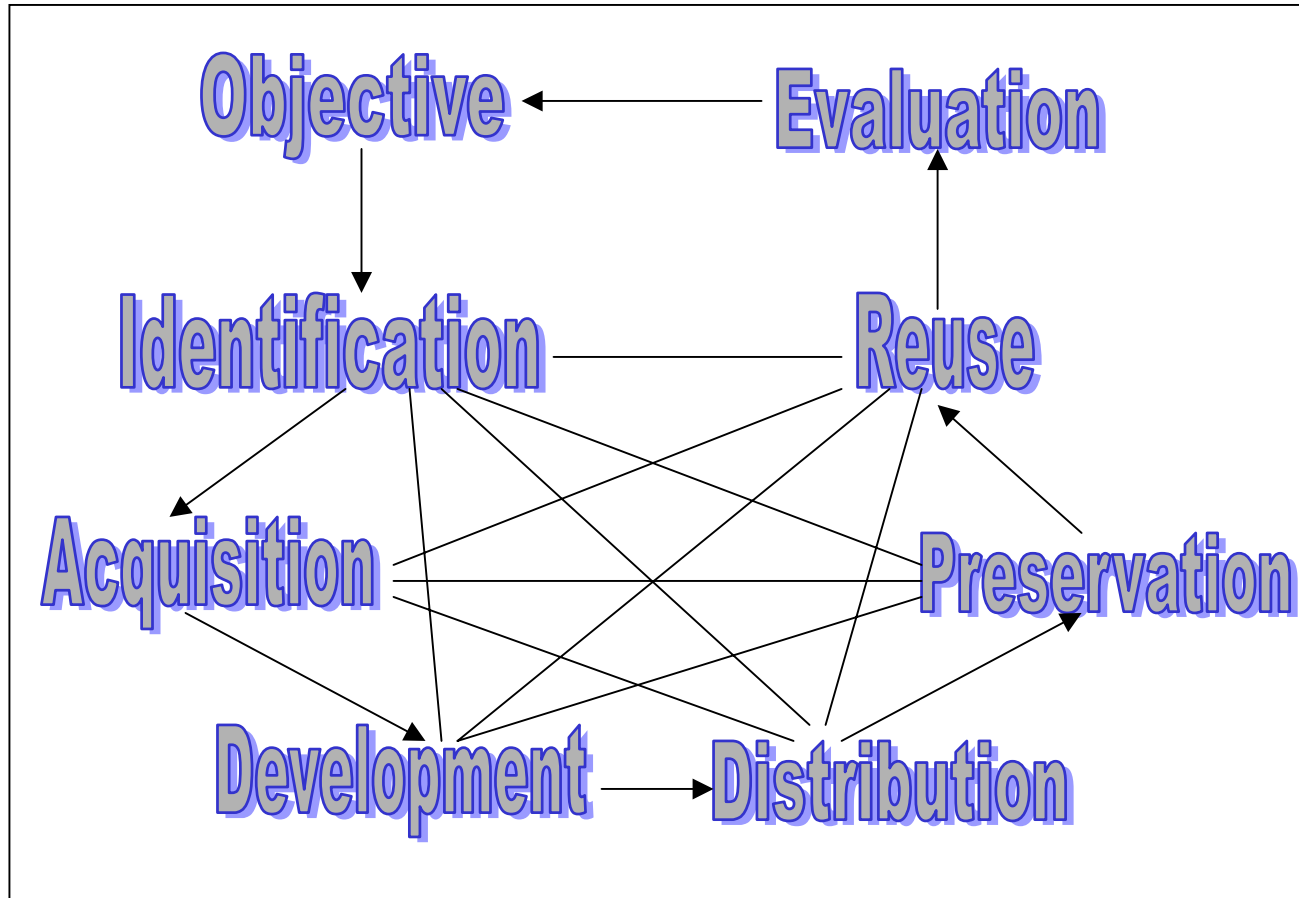


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Advantages expected from KM

- Near to customer
- Foster competence
- Encourage creativity and innovation
- Enhance efficiency
- Increase productivity
- Improve product quality
- Save cost
- Minimize cycle time

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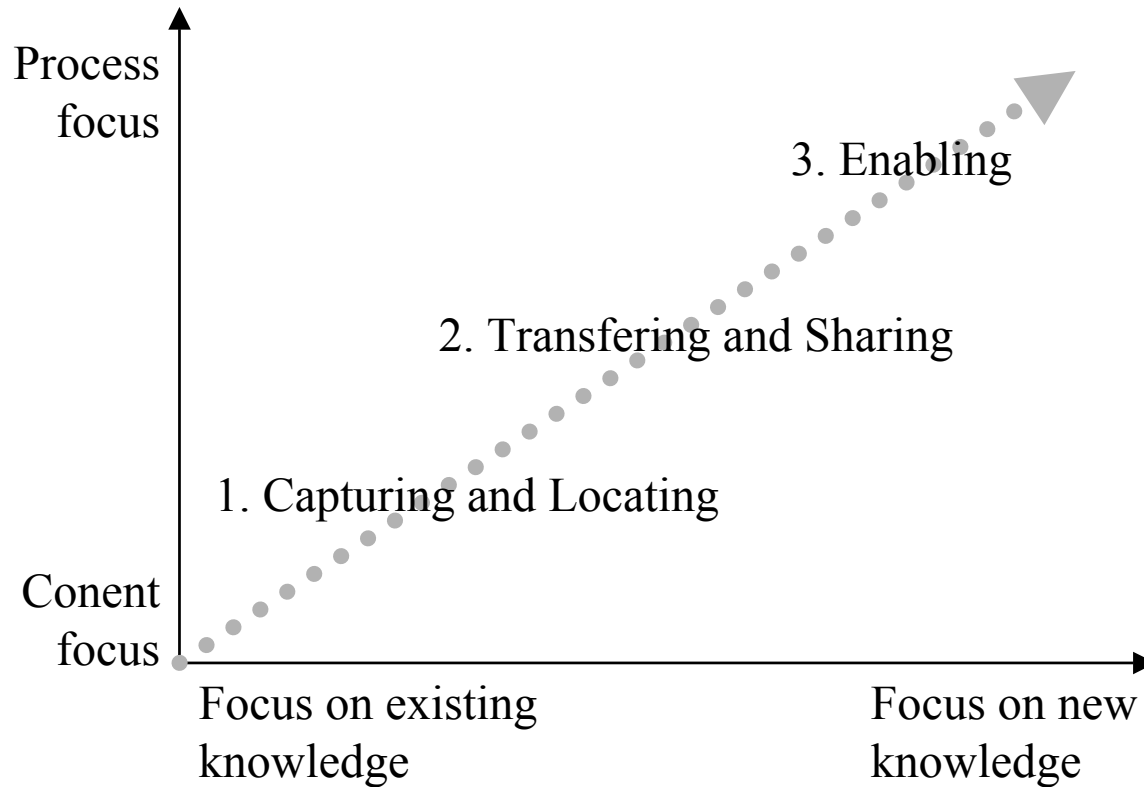
KM related technological fields

- **Business Intelligence**
 - ✓ Data Warehouse
 - ✓ Data Mining
 - ✓ OLAP
- **Collaboration**
 - ✓ Groupware
 - ✓ Workflow
 - ✓ Video Conference
- **Knowledge sharing**
 - ✓ eLearning
 - ✓ Forum
 - ✓ Online Chatting
 - ✓ Community of Practice
- **Knowledge Discovery and Organization**
 - ✓ Semantic Network
 - ✓ Search Engine
 - ✓ Text clustering and categorization
 - ✓ Navigation tools
 - ✓ Document management system
- **Expertise Location**
 - ✓ Yellow Page
 - ✓ Competent Network
- etc.

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Three Stages of KM



Source: von Krogh/Ichijo/Nonaka(2000)

Go-KM Approach

- **More knowledge is needed to implement business process**
 - ✓ Changing market and customer taste
 - ✓ Harder competition
 - ✓ More complexity
- **Knowledge comes from business process**
 - ✓ Fresh knowledge is generated in business process
 - ✓ Existed knowledge is combined and therefore evolves in knowledge intensive business process
- **The logical sequence is to integrate the knowledge process in business processes**
 - ✓ Apply knowledge in everyday business process to achieve added values
 - ✓ Collect knowledge in the context that it is just produced

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Illustration of Go-KM Approach

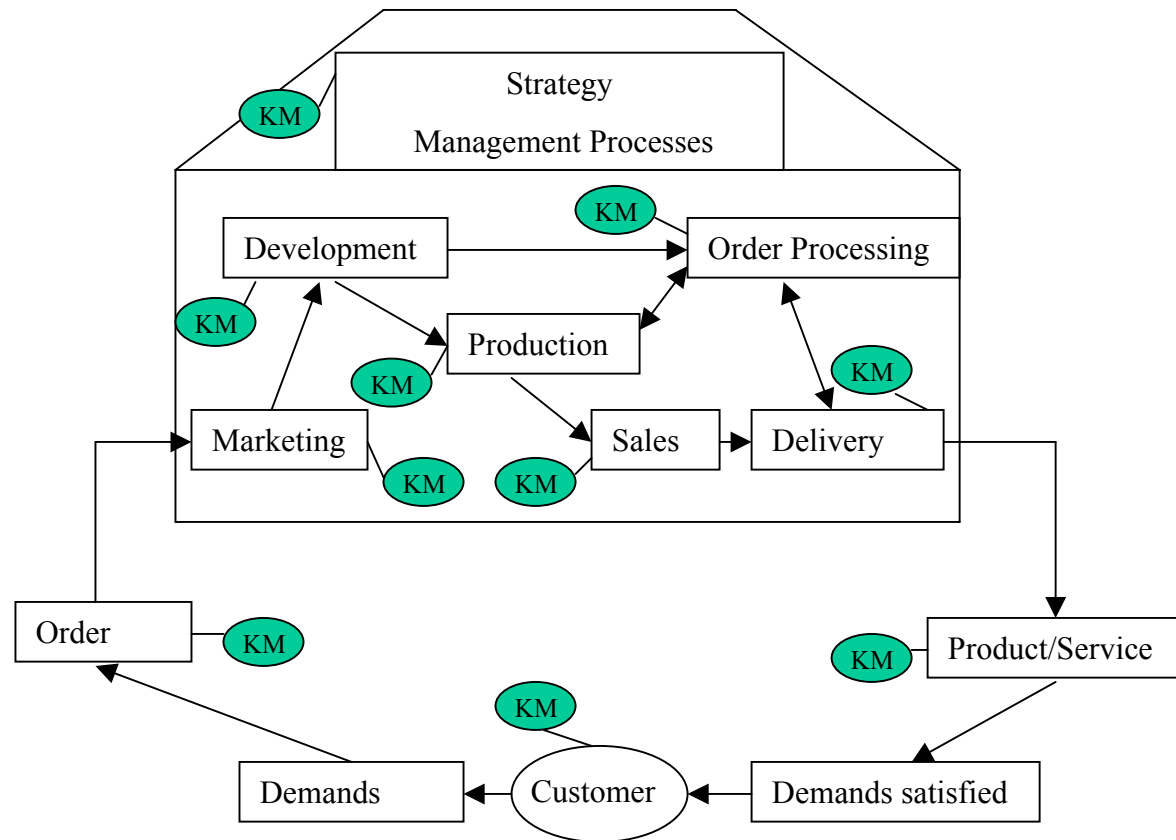


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Go-KM Model

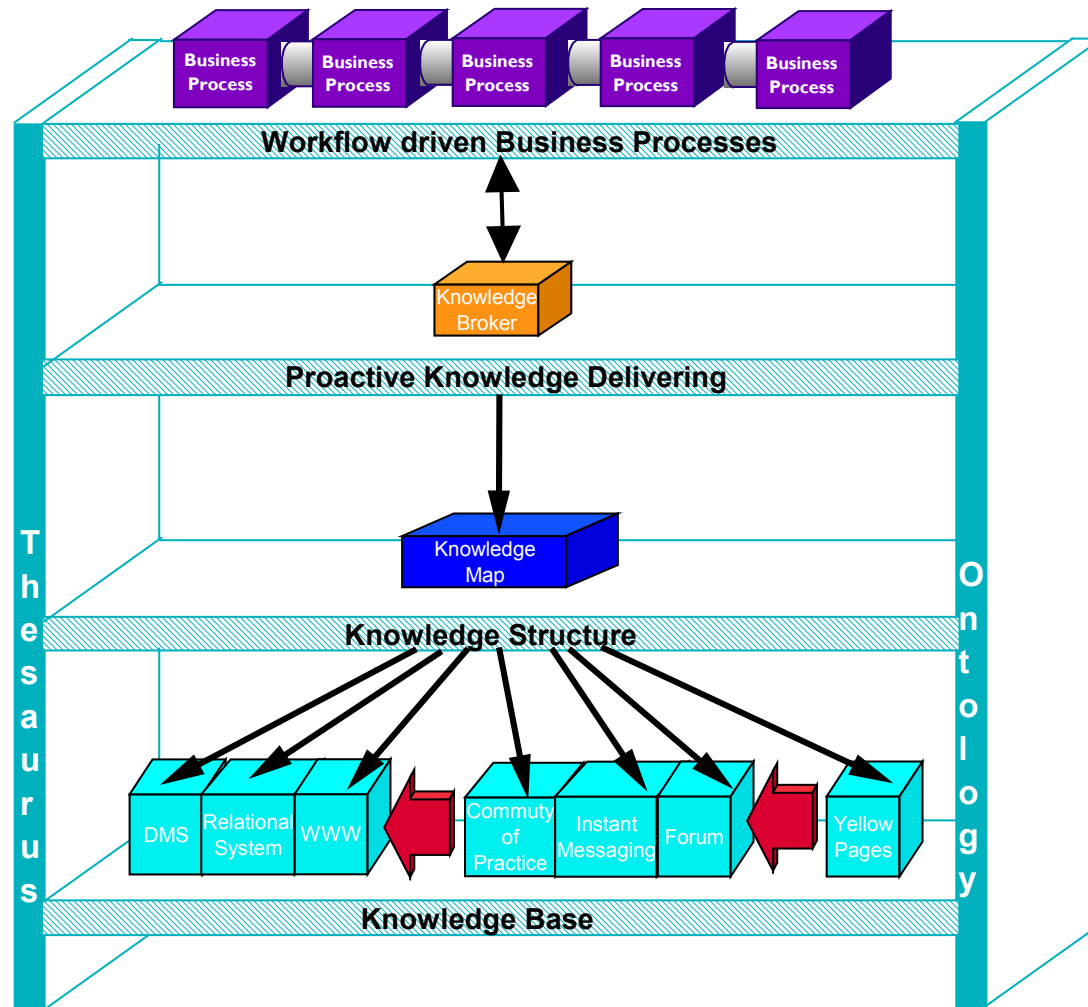
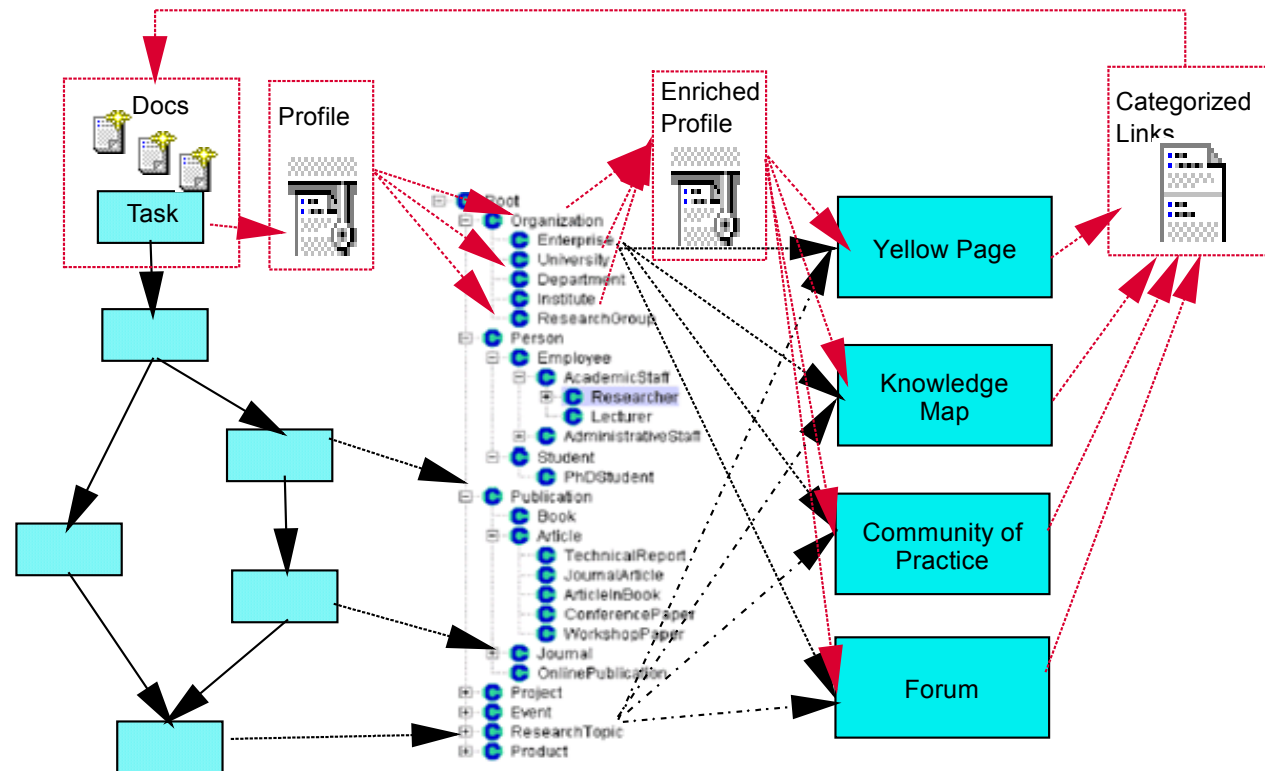


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Knowledge Broker



Knowledge Map

Daten

- **Basic data**
 - ✓ Title
 - ✓ Description
 - ✓ Date
 - ✓ Author
- **Source data**
 - ✓ Source definition
 - ✓ Access mechanism
 - ✓ Presentation mechanism
- **Charakter data**
 - ✓ Type
 - ✓ Weight
 - ✓ Keywords
 - ✓ Categories

Struktur

- **Presentation layer**
 - ✓ View based
 - ✓ Document based
- **Function layer**
 - ✓ Domain search
 - ✓ Integrative search
- **Organization layer**
 - ✓ Keywords
 - ✓ Categories
- **Link layer**
 - ✓ Connection to RDMS
 - ✓ Connection to DMS
 - ✓ Connection to WEB

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Yellow Pages

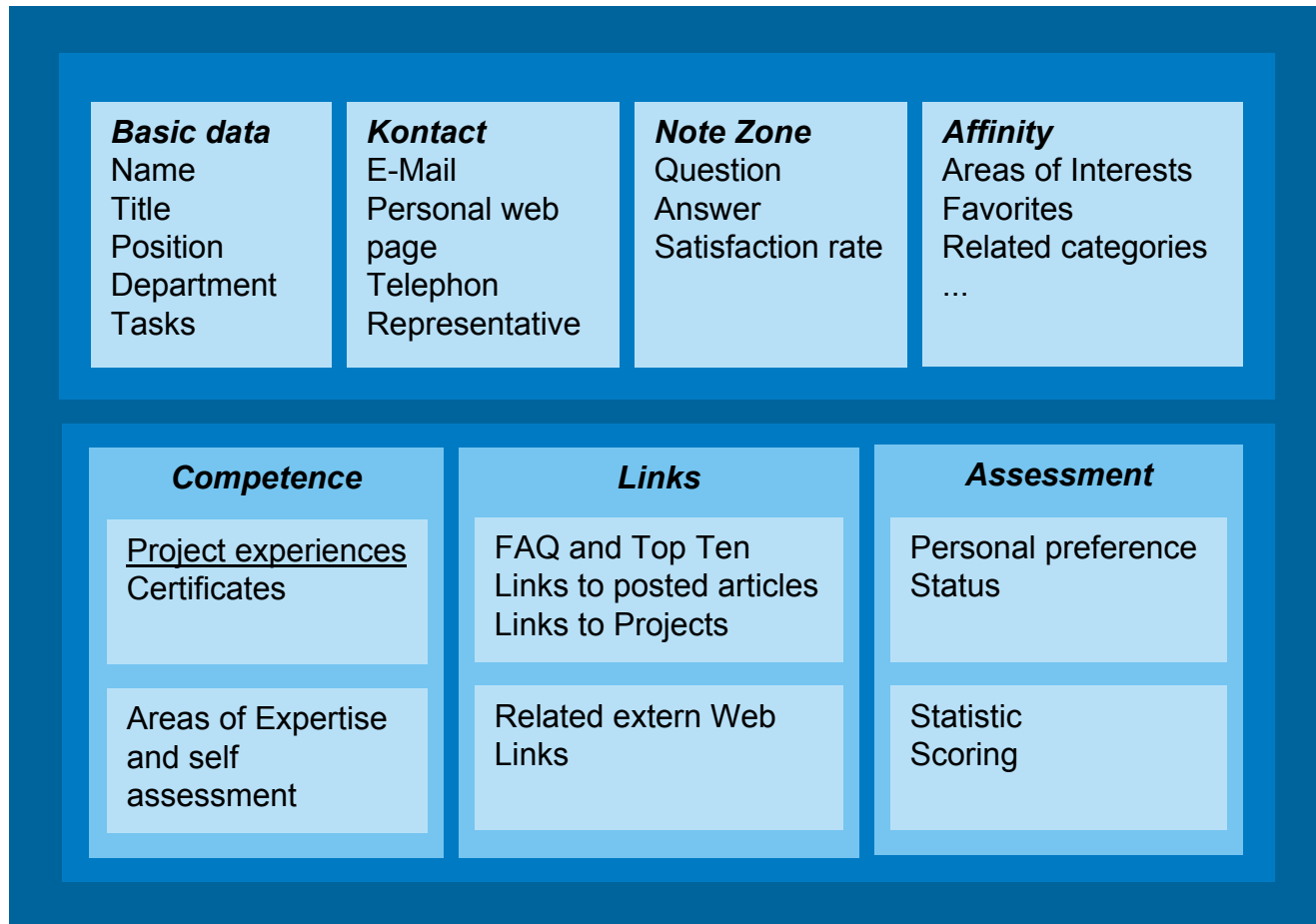


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Thesaurus

GLOSSARY ENTRY	
Basic	
Class:	Frei
Keyword:	Praktikant
Description:	
Synonym	
Synonym:	Lehrling Anlernling Auszubildend
Description:	
Cross Reference	
Cross reference:	FreiSHK FreiPraktikum
Property	
Type:	Free
Status:	Released
Creation	
Person:	Guanwei Huang/WI2/FB5/UniPB/DE
Date:	10.04.2002 11:38:48
Modification	
Person:	Guanwei Huang/WI2/FB5/UniPB/DE
Date:	15.04.2002 18:18:19

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Ontology

- **Object - Attributes**
 - ✓ Ownership
 - ✓ Logical description
 - ✓ Data type
 - ✓ Parameter
 - ✓ Classification
 - ✓ Location (Server/DB)
- **Business Rules**
 - ✓ dynamic oder static
 - ✓ Plausibility rules
 - ✓ Calculation rules
 - ✓ Visualization rules
 - ✓ Access rules
 - ✓ Transformation rules
- **Relation to other data**
 - ✓ References (e.g. to categories)
 - ✓ Details („Master-Detail“)
 - ✓ Attributes of relations
- **Aktivities/Processing steps**
 - ✓ Expressions
 - ✓ Macros (for exception)
 - ✓ Data operation
 - ✓ Workflow model
 - ✓ interactive events
 - ✓ Automatical processes

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Knowledge environment at workplace

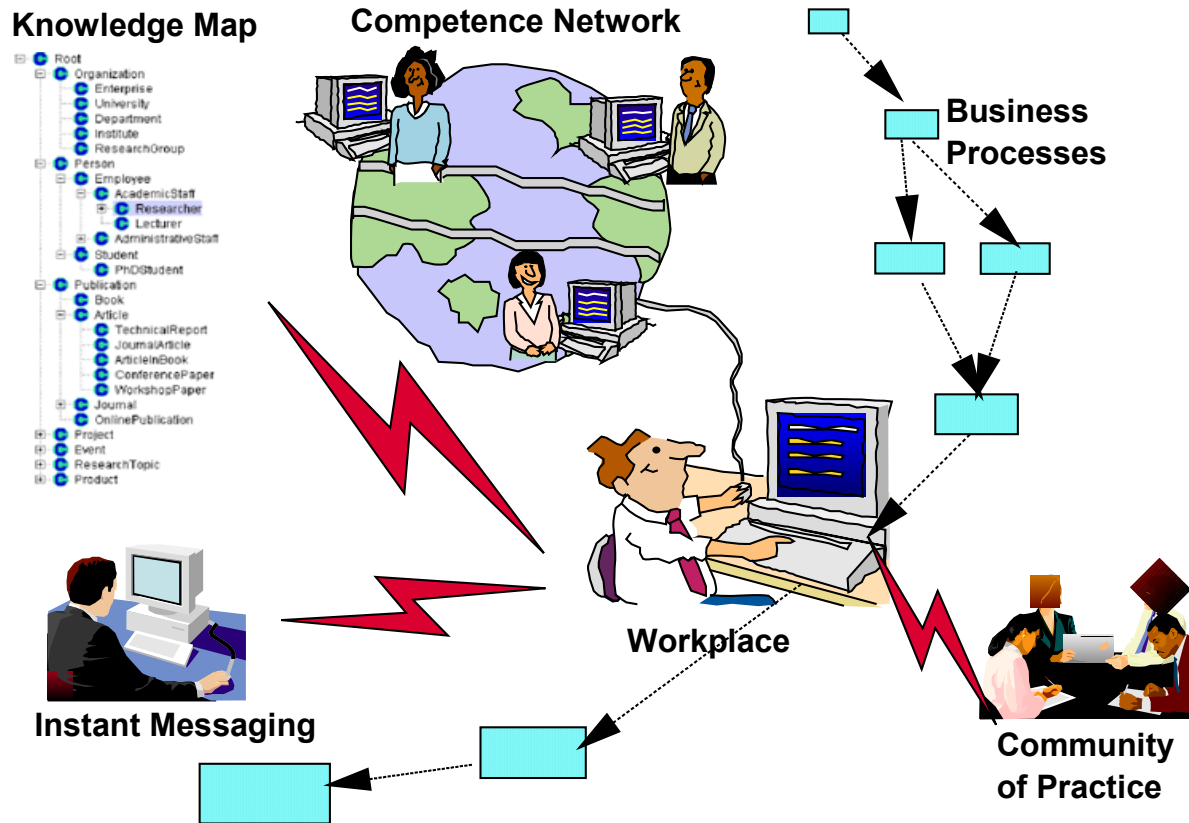


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Outlook

- KM can not only consume money, but also make money
- More and more isolated KM solutions will be integrated in valued created business processes
- Research in this field is intensified, not only in conception but also in technical implementation
- But there is still a long way ahead to practical application

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Questions and Suggestions

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