



La Chaîne Documentaire **The Documental Chain**

**Un projet en association avec
l'ABD / Association Belge de Documentation et Technofutur Tic**

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Charleroi – Belgium
February 9, 2006



FBC>s Master Class 1989-2006

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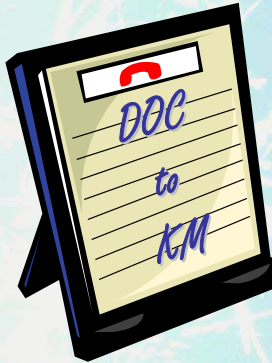


DOC

KM

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Table of content ...



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Un double fil rouge dont un très gros pour faire un large tour : document, donnée brute, donnée riche, information, connaissance.

La « doc » un très vieux souci ! Et c'est pas fini : cela « empire » !

Des raisons pour la centralisation ... et puis il faut en sortir : « non pas semer n'importe quoi et à tout vent », mais en choisissant les contenus et les vents porteurs constants.

La pièce dans laquelle on joue change tout le temps.

Elle s'étend et cela va de plus en plus vite !

Tout est basé sur la communication :

- relations humaines en affaires

- relations électroniques « humaines » (les outils de collaboration), ou automatiques et comment reproduire la « même réalité » ?

Un moyen d'aller plus loin dans le KM automatisé? Oui, c'est possible ...

Questions ? Réponses !

A double dotted red line for a large tour about raw data, documentation, rich data, information, knowledge.

Documentation : a very old concern. And that isn't over !

Some good reasons for the centralization and some others for the diffusion. But how to make it efficiently ?

The space-time universe does change at all time and the phenomenon is also accelerating !

Everything is based on communications :

-We have human relationships

-Digitalized relationships are invading the process : what's the content? Can we put more in it ?

Knowledge, KM, KMS ... is it possible to bring more useful IT in there ?



Deux fils rouge ! Two dotted red lines !

1 « Le Nom de la Rose »

d'Umberto Eco (1980), un brillant **sémiologue** (1) qui écrit beaucoup et très bien. En bref, une intrigue de l'An 1327 aussi connue par le film de J-J Annaud avec Sean Connery.

Il met en évidence le pouvoir de la déduction et de la dialectique à la manière de Sherlock Holmes qui conduisait ainsi ses enquêtes (documentation, expériences, intuition et ... chance ... voir le cas de la **serendipité** (2) ou serendipity en anglais).

« The Name of the Rose » 1

Umberto Eco is the author and a famous **semiologist** (1). His book is about an intrigue in the year 1327. The film of J-J Annaud has added a large notoriety with the acting complicity of Sean Connery. The to be dismantled conspiracy is evidencing the power of deduction and dialectic. Just like what it happens within the Sherlock Holmes investigations : documentations, experiences, intuitions and ... luck ! That's remembering the case of **serendipity** (2)

(1) La **sémiologie** est la science des signes / **Semiology** is the science of the signs

(2) Le « bienheureux malheur » qui amène à la découverte de ce que l'on ne recherchait pas !
Happy ending that brings something useful while searching for something else entirely



Deux fils rouge ! Two dotted red lines !

1 « Le Nom de la Rose »

La technique de Eco est simple: il raconte des histoires dans ses histoires. Tout y est « intriqué » pour le plaisir de l'esprit.

En même temps, on restitue une TRES probable réalité par une cascade de **contextualisations** !

Cette histoire met aussi en évidence que si l'on **tue** quelques fois **pour savoir**, on **tue encore pour que l'on ne sache pas** ! Sans compter les **erreurs** de transcription qui pourraient, à l'occasion, devenir des vérités historiques ! Ou faire l'objet de bonnes blagues ... mais la contextualisation aurait pu invalider l'écriture erronée ...!

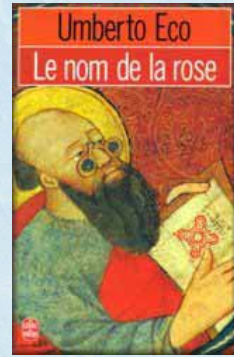
1 « The Name of the Rose »

What Eco is doing is somewhat simple. He tells stories within stories.

Everything is intricated for the spirit greatest pleasure BUT is he setting a very credible reality at the same time ! In fact a cascade of contextualizations!

That story is also demonstrating that people kill for knowing or impeaching others to know ! Don't forget the transcription errors risks: they could become historical realities or be the sources of some good jokes.

Keep in mind that the contextualization could be the erroneously written notes "corrector" !!



Deux fils rouge ! Two dotted red lines !

2

La chaîne documentaire ...

... **au long** des processus « enchaînés » et où l'on **crée la valeur** (= la moindre destruction du « brut ») avec de la **connaissance échangée**, appliquée et entretenue.

Ainsi parle-t-on maintenant de la **KVC** ou *Knowledge Value Chain* !

2

The Documental Chain ...

... along the "enchained" processes, the place where value (*) is created thanks to the exchange of knowledge that is continuously applied and maintained : the **KVC** or Knowledge Value Chain !

(*) **value** is corresponding to the least destruction of raw resources.

(1) La **sémiologie** est la science des signes

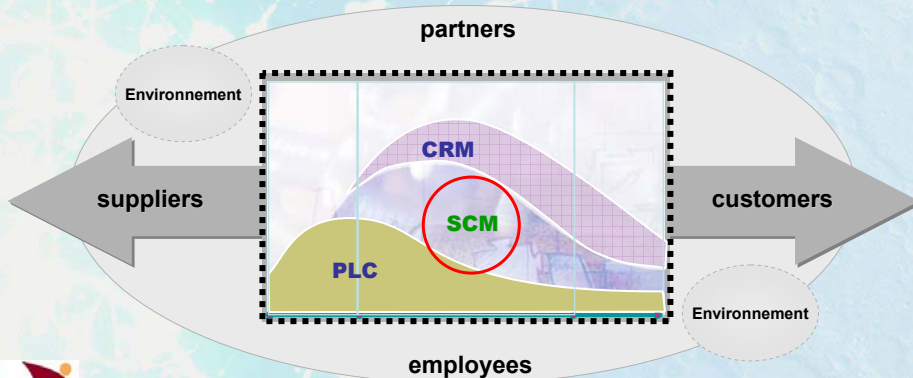
(2) Le « bienheureux malheur » qui amène à la découverte de ce que l'on ne recherchait pas !

Deux fils rouge ! Two dotted red lines !

La chaîne documentaire / The documental chain ...

2

Dans ce schéma simplifié, tous les acteurs et programmes d'assistance / de support principaux doivent être « alimentés ». Ce modèle devrait nous permettre d'indexer nos efforts pour plus de savoir(s) ...
Within that simplified diagram, all main actors and supporting programs have to be « fed ». That model will help us in our quest for more knowledge ...



La Documentation

Un très vieux « souci ». Exemples :

Vers -3300, en Mésopotamie, les percepteurs des impôts (déjà !) figuraient, avec de l'argile, ce qu'ils avaient « reçu ».

Vers -2800, on dessinait dans les grottes du Côté des Alpes italiennes. De l'art ? Peut-être, mais il y avait aussi des cartes et des parcellaires. Un cadastre ?

Au environ de -2500, à Ebla, dans l'actuelle Syrie, des tablettes cunéiformes enregistrent les ordonnances royales.

Entre -1782 et -1759, on y organise des dépôts d'archives. Etc. ...

... l'évidence que les grandes civilisations ont toutes voulu démarrer l'enregistrement de données pour les organiser et pouvoir récupérer des renseignements utiles ...

« Je pense, donc j'archive »

Marie-Anne Chabin

La Documentation

Plus tard, dans nos contrées, l'Église va fortement contribuer à la conservation des archives. En effet, après la chute de l'Empire Romain, c'est la seule grande organisation cultivée (refuge du savoir livresque) et structurée (hiérarchie et règles) avec les monastères (les moines copistes) qui reçoivent, par ailleurs, des donations. Le prix du savoir à entretenir... ou de l'ignorance à combler ...

Plus d'organisation quand Philippe Auguste, en 1194, est vaincu par l'Angleterre. Les documents qu'il transportait un peu trop hasardeusement sont perdus. Alors, décide-t-il, les archives ne pourront plus circuler. Elles seront centralisées à Paris (Le Trésor des Chartres). Cette manière de faire servira de modèle à beaucoup d'autres. A commencer par les seigneurs locaux ... Après, il faudra libérer ... et puis diffuser !

Sondage SOFRES / 1000 personnes (octobre 2001) :
jusqu'à 3 réponses autorisées

Archives ??

= mémoire (80%)

= histoire (67%)

= savoir (33%)

Marginalement = « secret », « vérité » ...

Un bond
dans le
temps !



*Because of the e-Business, enterprises
require extended solutions and become
more virtual.*

*Therefore, they need real-time accurate
information on networked process models
and dynamic prospective solutions to
enforce their knowledge and core
competencies.*

**From document / e-document
to KM / Knowledge Management**

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Une vieille légende hindoue raconte qu'il y eut un temps où tous les hommes étaient des dieux. Mais ils abusèrent tellement de leur **divinité** que Brahma, le maître des dieux, décida de leur ôter le pouvoir divin et de le cacher à un endroit où il leur serait impossible de le retrouver.

Le grand problème fut donc de lui trouver une cachette.

...IT ??

Lorsque les dieux mineurs furent convoqués à un conseil pour résoudre ce problème, ils proposèrent ceci: "Enterrons la divinité de l'homme dans la terre". Mais Brahma répondit: "Non, cela ne suffit pas, car l'homme creusera et la trouvera". Alors les dieux répliquèrent: "Dans ce cas, jetons la divinité dans le plus profond des océans". Mais répondit à nouveau: "Non, car tôt ou tard, l'homme explorera les profondeurs de tous les océans, et il est certain qu'un jour, il la trouvera et la remontera à la surface".

Alors, les dieux mineurs conclurent: "Nous ne savons pas où la cacher car il ne semble pas exister, sur terre ou dans la mer, d'endroit que l'homme ne puisse atteindre un jour."

Alors Brahma dit: "Voici ce que nous ferons de la divinité de l'homme. Nous la cacherons au plus profond de lui-même, car c'est le seul endroit où il ne pensera jamais à chercher".

Depuis ce temps-là, conclut la légende, l'homme a fait le tour de la Terre, il a exploré, escaladé, plongé et creusé, à la recherche de quelque chose qui se trouve en lui.

+ Anaxagore, mort en -467



DOCUMENTATION to KM : a set of thoughts

The three « waves » of Alvin Toffler

Carved stones

Fire

Iron

Print invention

Steam Power

Electricity

nature

Agriculture economy

energy

Industrial economy

information

Digital economy

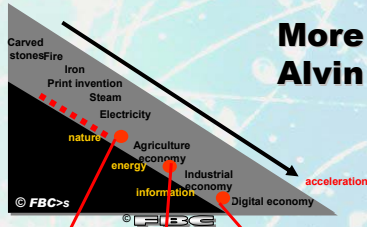
acceleration

Acceleration : much **less time** in between each new **major** invention = **impact** on the **behaviors** (economical, political, social moves). A good base to approach the **knowledge** and **prospective** matters !

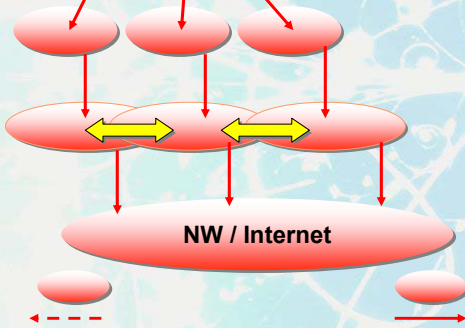
The **time compression** doesn't leave so much to the laggards. The Space-Time Universe requires **Intelligence, Speed & Agility** !

DOCUMENTATION to KM : a set of thoughts

More as from the three « waves » of Alvin Toffler ...



To move from the mass production to the mass individualization with knowledge people who are meeting and dealing in so much different ways !



Information is scattered and separated

Information is progressively distributed. Some cross-knowledge is showing up !

Information is available everywhere and also in excess, mostly not validated ... It is at risk: it could be scattered again !



DOCUMENTATION to KM : a set of thoughts

some new laws to talk about



In the "ITed" business, mostly automated and digitalized, we expect that in the future virtually all industrial I/O products and processes would have significantly expanded embedded intelligence and connectivity.

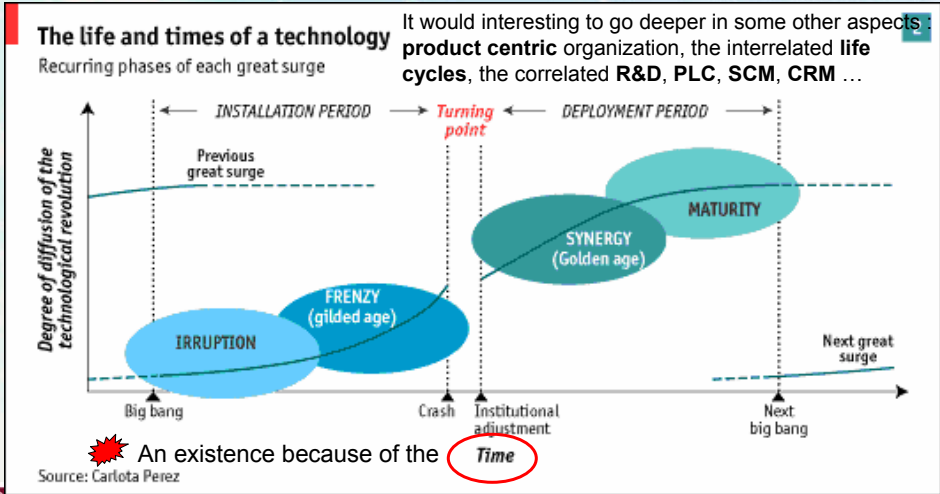
Three new laws of the "digital age" are generally accepted as governing the spread of technology :

- Moore and the processor power : 2X / 18 months
- Gilder and the bandwidth : 3x / 12 months
- Metcalfe (Ethernet) and the network value = (number of nodes)² while the cost per user remains the same or reduce.



DOCUMENTATION to KM : a set of thoughts

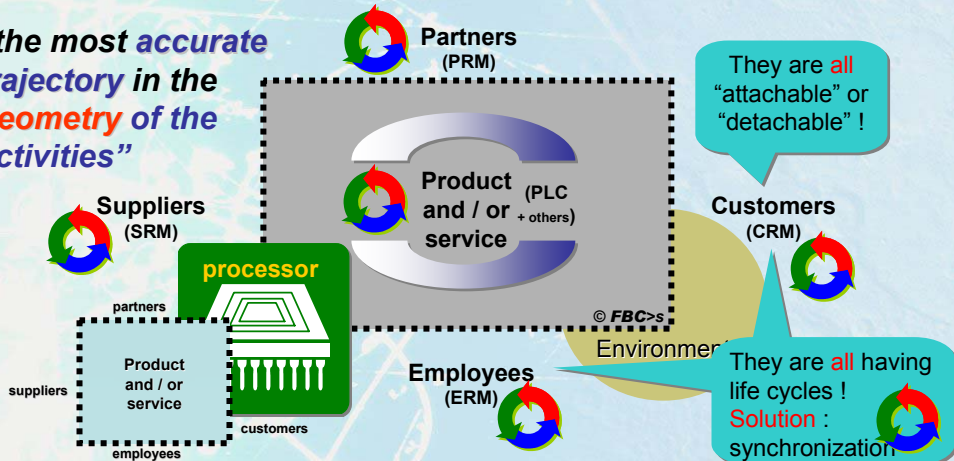
the **technology life** has an « existence »



DOCUMENTATION to KM : a set of thoughts

... and many life cycles ... including the “doc” life cycle !
The (very simplified) background of the **socio-technological life**

“the most accurate trajectory in the geometry of the activities”



Business management means ... synchronize the very large number of life cycles along the enterprise strategy within the space-time universe expanding geometry ! = new collection of data and arrangement for a much better mining and assistance to the decision process !

DOCUMENTATION to KM : a set of thoughts

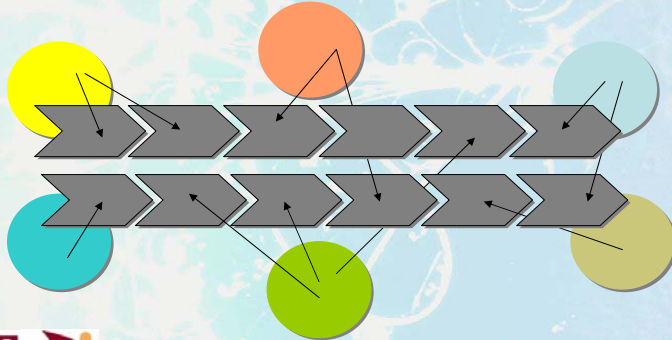
The e-Business + models

ITCD business model

Next waves

Process-driven virtual organization and inside / outside support.

Need to select the type of the centered enterprise + find the right leader and the best integrating system.



We need to share this "space".

At all time. Face-to-face or via some performing tools.

To make it possible, the "space" must be full of rich data !

How do we build and get them updated ... at all time ?



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ITCD business model

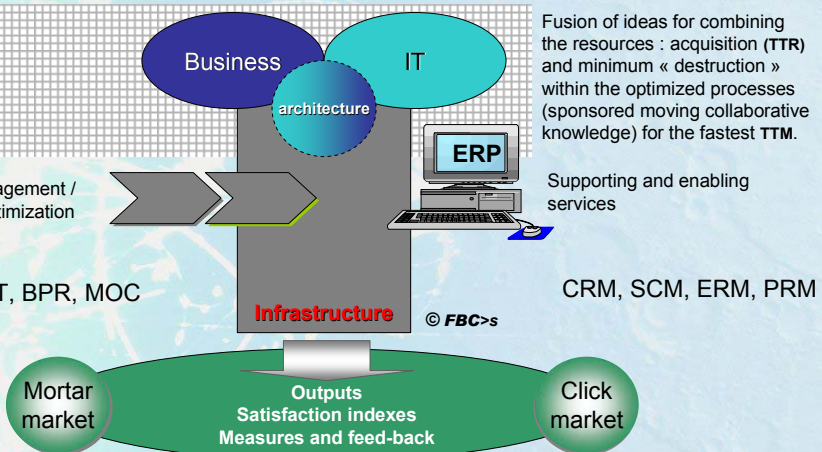
Today (or next) enterprise organization

Infrastructure : in the long term, it has to be considered as the key point for profiting from the eBiz potential !

Vision
Strategy
Mission
Values

Processes: management / collaboration, optimization

BSC, SWOT, BPR, MOC



Fusion of ideas for combining the resources : acquisition (TTR) and minimum « destruction » within the optimized processes (sponsored moving collaborative knowledge) for the fastest TTM.

Supporting and enabling services

CRM, SCM, ERM, PRM



DOCUMENTATION to KM : a set of thoughts

What the preceding slides did emphasize ...

”What managers are supposed to be master of”

Complexity reduction (we should say complication) / creative views on the evolution / resolution aptitudes ... are in there !

Technologies (product + organization)	>>>	booming variety (quantity and performances) : new vocabulary, concepts and measures	>>>	continuous training and revised culture
Processes / Systems	>>>	new technologies are pushing on processes that are becoming more abstract	>>>	imagination (<i>fuzzy</i> ideas) and creativity (<i>raw</i> ideas)
Communication / Relationships / Structure	>>>	impressive accelerating use of more performing tools : knowledge becomes hazardous and needs to be managed (risk)	>>>	experience and operational synthesis, innovation (<i>finished</i> ideas)

Wide **mind openness and high integration capabilities** are the keys for innovative solutions !

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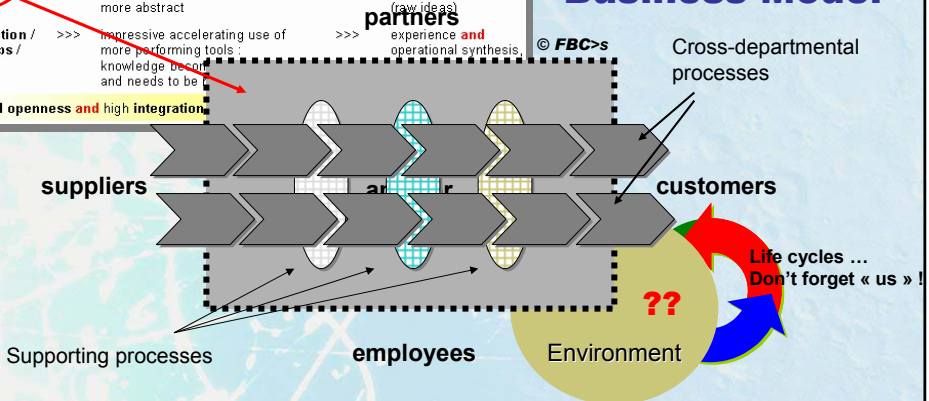


DOCUMENTATION to KM : a set of thoughts

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Wide **mind openness and high integration**

Process-based Business Model



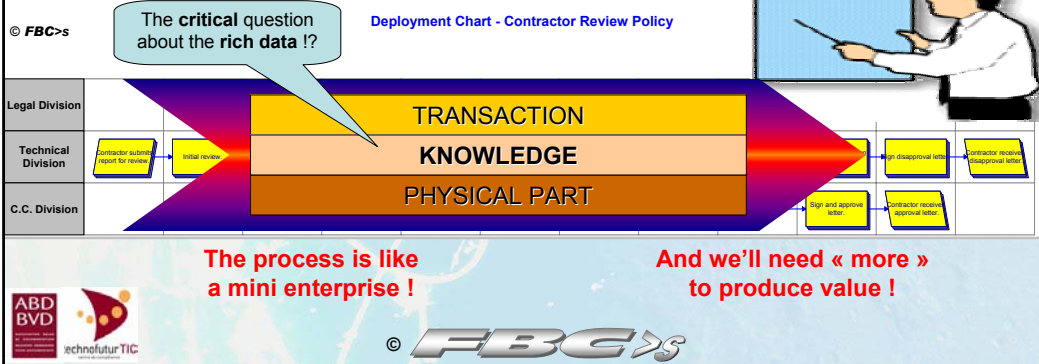
The processes contain the tasks coordination methodology.
The **knowledge is in there !** We'll talk more about processes within the PR/BPM chapter.



DOCUMENTATION to KM : a set of thoughts

Processes and their collateral flows

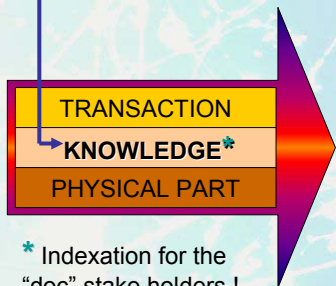
That isn't easy to work with diagrams and most of the time CAD (BE within SAP) or simulation programs are utilized for speed and less risks operations.



DOCUMENTATION to KM : a set of thoughts

BPR / CMM :

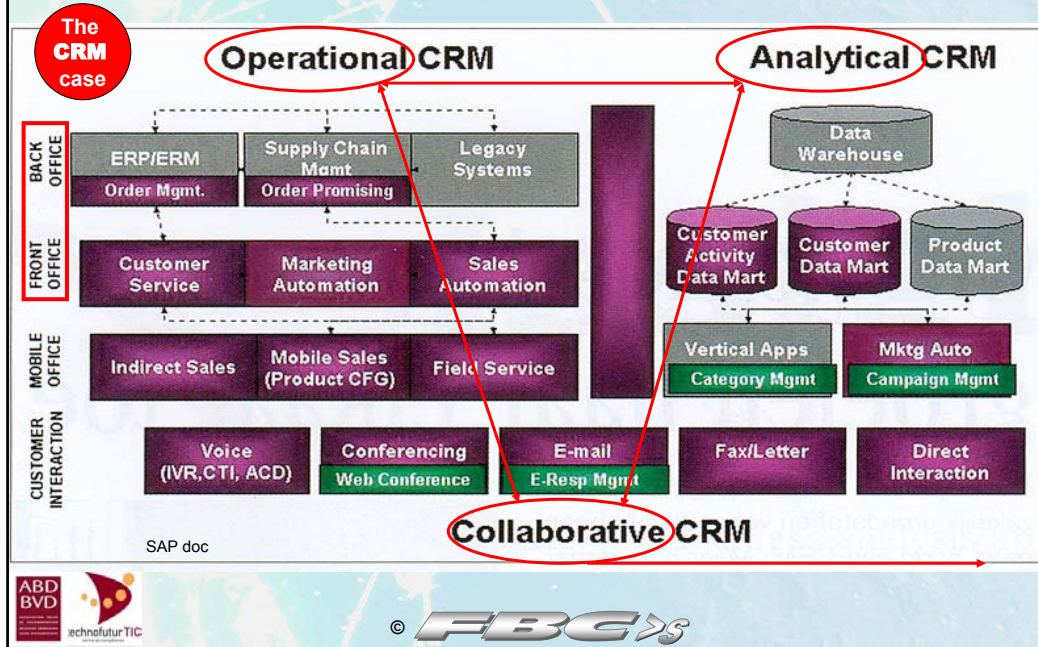
Defined (« 1st level of Kn »)



* Indexation for the "doc" stake holders !
Base, link, references, etc.

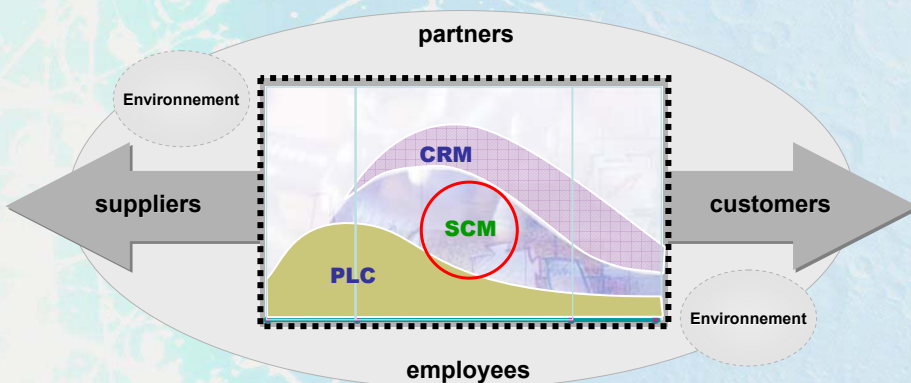
Aspect	Software engineering	Organizational change
General	<ul style="list-style-type: none"> - focus on organizational structure-of SW development team - understanding of distribution of work and responsibility - improved management capability of risk assessment and pro-activity 	<ul style="list-style-type: none"> - understanding of organizational setting required to achieve common goals, often focus on self-managing teams - understanding of activities and workflow - capability of assessing risk for process derivation, proactive adjustment
Key process areas	<ul style="list-style-type: none"> - <i>organization process focus.</i> Assignment of task and responsibilities to project members - <i>organization process definition.</i> Definition of SW processes, aiming at improved process performance. Improved visibility and process measurement. - <i>training programs.</i> Provide team members with skills and knowledge. Includes identification of knowledge gaps and training needs. - <i>integrated SW management.</i> Integration of SW development and organizational processes according to organizational processes assets - <i>SW product engineering.</i> Alignment of development processes with SW engineering practices. - <i>intergroup coordination.</i> Establishment of communication mechanisms between groups for coordination of activities and work practices. - <i>peer review.</i> Identification and removal of software defects 	<ul style="list-style-type: none"> - <i>Organization process focus.</i> Determination of process team responsibilities, consideration of members core capabilities - <i>organization process definition.</i> Definition of organizational processes within built-in improvement capability and monitoring mechanisms. - <i>training programs.</i> Provide process team members with skills and knowledge, identification of knowledge gaps and training needs. - <i>integrated change management.</i> Integration of change process and organizational processes according to process performance capabilities - <i>change mgmt practice.</i> Alignment of change activities with change Mgmt principles and practices. - <i>process coordination.</i> Establishment of coordination and communication mechanisms between different processes, development of IT-support for effective collaboration e.g. workflow technology. - <i>peer review.</i> Identification and removal of process pathologies for further improvements. Often performed in «quality circle» manner.

DOCUMENTATION to KM : a set of thoughts



DOCUMENTATION to KM : a set of thoughts

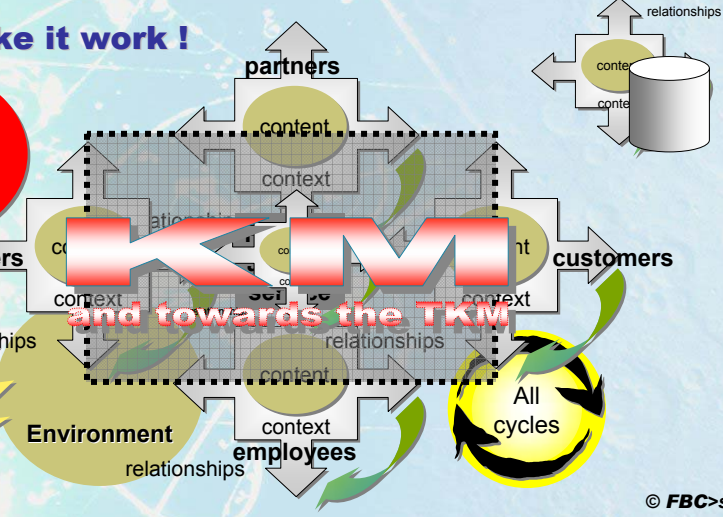
Imagine a standard best practices-based fully automated system for all ...
 « All » will deliver the same product !
 The service (3R !) could make the difference !
 And it has to be tailored within the processes ...



DOCUMENTATION to KM : a set of thoughts

KM to make it work !

An original triple approach for a better understanding



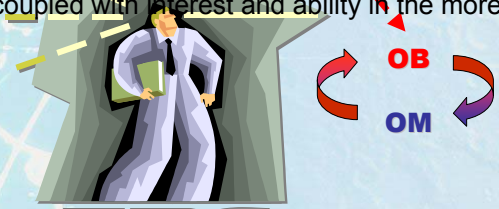
KM to make it work ? We need clever people on board !



DOCUMENTATION to KM : a set of thoughts

Intelligence and Knowledge ...

in-tel-li-gent (in tel jnt) *adj.* [[L *intelligens* , prp. of *intelligere* : **1** having or using intelligence; rational **2** having or showing an alert mind or high intelligence; bright, perceptive, informed, clever, wise, etc. **3** designating a terminal capable of performing certain functions with the data, independently of the computer – **in-telli-gent-ly** *adv.* **SYN.--intelligent** implies the ability to learn or understand from experience or to respond successfully to a new experience; **clever** implies quickness in learning or understanding, but sometimes connotes a lack of thoroughness or depth; **alert** emphasizes quickness in sizing up a situation; **bright** and **smart** are somewhat informal, less precise equivalents for any of the preceding; **brilliant** implies an unusually high degree of intelligence; **intellectual** suggests keen intelligence coupled with interest and ability in the more advanced fields of knowledge.



(*) Excerpted from
The Complete Reference Collection,
1998. The Learning Company, Inc.



DOCUMENTATION to KM : a set of thoughts

The **2** knowledge

That's what the company tries to **maintain**

EXPLICIT

- **object-based** : words, numbers, formulae, business objects
- **rules-based** : rules, routines, procedures

The context is **structured** :
 -employees are talking about facts
 -in an objective way
 -it's formally explicit (documented)
 -the output is identifiable and ...
 -... the internalization is possible

IMPLICIT / TACIT

- no codes
- visible in the action, in the results

The context is **unstructured** :
 -people are guessing (conjecture),
 -they act subjectively and ...
 -... in an un-formal way
 -they could do it shapelessly ...
 -... tacitly ...

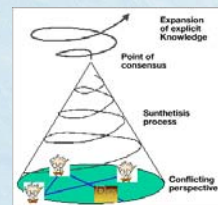
That's what the company tries to **extract** !

That is mostly belonging to the workers ...



DOCUMENTATION to KM : a set of thoughts

The knowledge cycle (1) (*)



« translation »

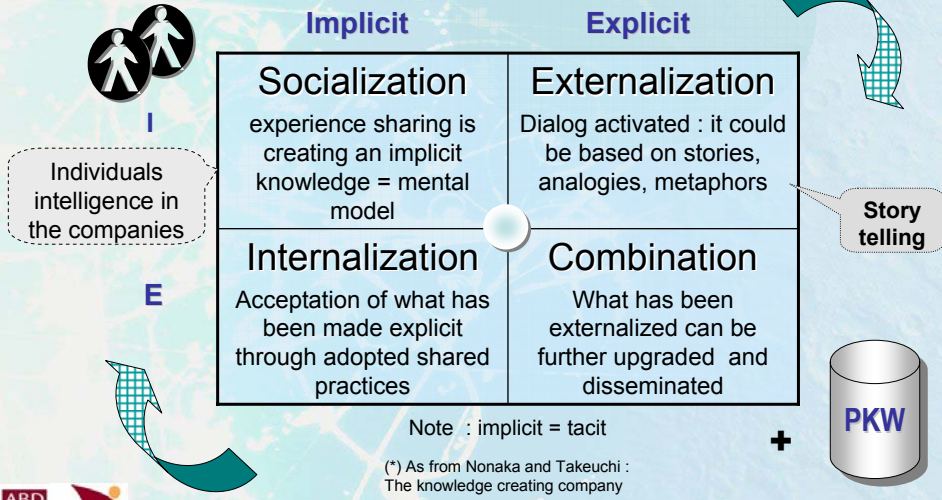


(*) The original Nonaka Matrix
 See Nonaka and Takeuchi book :
 "The knowledge creating company"

DOCUMENTATION to KM : a set of thoughts

The knowledge cycle (2)^(*)

Holism could be applied everywhere at all time



Note : implicit = tacit

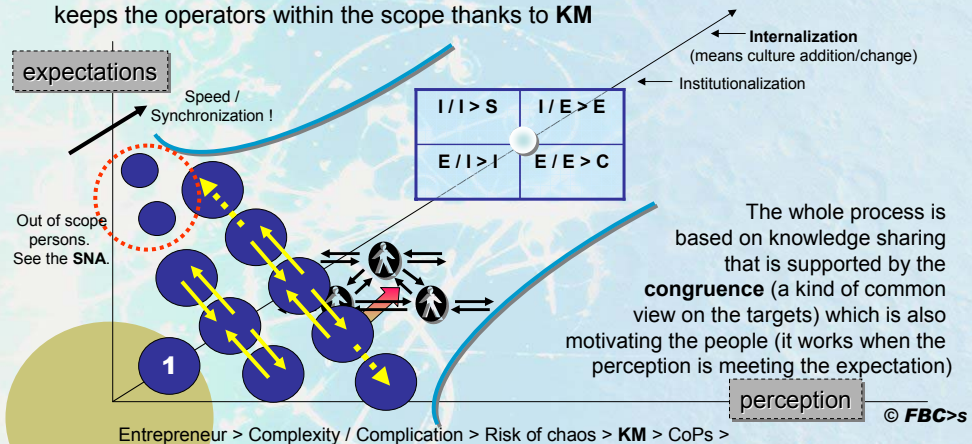
(*) As from Nonaka and Takeuchi : The knowledge creating company



DOCUMENTATION to KM : a set of thoughts

A simple view on the various evolutions ...

As from the start of the entrepreneur + addition of collaborators + organization that keeps the operators within the scope thanks to KM

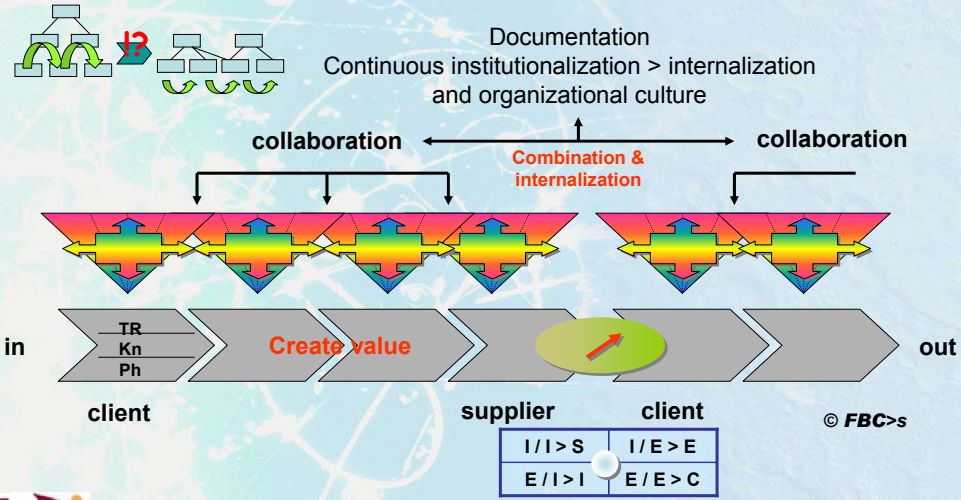


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DOCUMENTATION to KM : a set of thoughts

The CoPs / Communities of Practices (2)



DOCUMENTATION to KM : a set of thoughts

The dimensions and the potential of KM

Globalization is online and requires real-time people ...

Change is "moving Knowledge" (HR)

Technologies (product + organization)	>>> booming variety (quantity and performances) : new vocabulary, concepts and measures	>>> continuous training and revised culture
Processes / Systems	>>> new technologies are pushing on processes that are becoming more abstract	>>> imagination (fuzzy ideas) and creativity (raw ideas)
Communication / Relationships / Structure	>>> impressive accelerating use of more performing tools : knowledge becomes hazardous and needs to be managed (risk)	>>> experience and operational synthesis, innovation (finished ideas)

Knowledge sharing contributes to a friendly evolving culture

Wide **mind openness** **and** high **integration capabilities** are the keys for innovative solutions !

Technologies: **LC** are shortening and need changing people. We have noticed various life cycles !

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DOCUMENTATION to KM : a set of thoughts

Information management and knowledge management: Knowledge ... a big step forward

Information Management	Knowledge Management
Based on an evolutive technology.	Based on a flexible adaptive <u>culture</u> (including technology).
Delivery and accessibility	Filtered values, synthesis, interpretation.
Assumption that information can be standardized, recorded and automated.	Human interface is required for dealing with the non standardized human emotions.
Manipulation of data that is excluding non profitable combinations.	<u>Exchange</u> of ideas that are sparking new ones.

People and culture are the keys to effective knowledge management and transfer because sharing knowledge is a social activity; you have to connect people who are **willing to share their tacit knowledge**. Once people start sharing with one another, it becomes a **reinforcing cycle**.

Moonja P. Kim, Chief of the Business Process Branch, US Army Research Center

Important to look at because most of the time IT targets on data and information (processing) and not on knowledge ...

However, both of them share information (more than data) for activating the system.



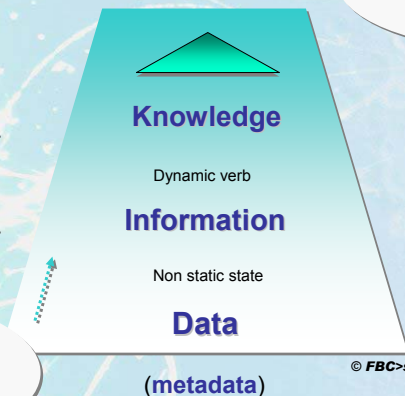
DOCUMENTATION to KM : a set of thoughts

The knowledge « hierarchy »

... is somewhat unknown !

IQ, EI +
Organizational communication, information & knowledge management

Interesting as
-probability and ...
-information theory are part of the game



Constructivism seems to be an appropriate approach to knowledge

relationship

Knowledge theory

communication
Information theory

That view has provoked some expectations ...



DOCUMENTATION to KM : a set of thoughts

Information flows map

Working on that, is similar to what you are considering for building a KMS ...

It starts with the **data (raw)**

and their architecture.

It is followed by their organization for producing

information

The information are handled through the system to the managers and their collaborators for producing value in the

(meaning comes out a data structure)

producing value in the

business lines

made of intelligent processes containing the knowledge

Knowledge is a cultural construction and is depending on the type of organizational culture in which it will have to reconcile opposite view points (see also the ethical dilemma) such as individual><team (more critical in US than in Japan), specific><implicit, knowledge sharing><knowledge retention, etc.

The **structured knowledge** becomes **science, expertise ...**

Is wisdom the next step ? ... too quickly / conveniently said !



DOCUMENTATION to KM : a set of thoughts

KM applications and technologies (*)

	Transactional	Analytical	Asset mgmt	Process	Developmental	Creat & Innov
KM applications	-Case-based reasoning -Help desk applications -Customer service apps -Order entry applications -Agent support applications	-DW -Data mining -BI -MIS -DSS -CRM -CI	-Intellectual -Docs mgmt -Knowledge valuation -Knowledge repositories -Content mgmt	-Benchmarking -BPR / BPM -QM and TQM -Process auto -Process qual -CMM, ISO, Six Sigma, ...	-Skills development -Staff compensation -Learning, training, coaching	-Collaboration -Communities -Forum -Network -Virtual teams -R&D -Expert teams -Multi d. teams
	A convenient MAP when you are discussing about the various KM applications to be implemented in your Cy					
Enabling Technologies	-Expert system -Cognitive tech -Semantic NW -Decision trees -Geospatial IS	-RDBMS -Neuronal computing -Data analysis and reporting tools	-Docs mgmt tools -Search engines -Knowledge maps -Library system	-Workflow management -Process modeling tools	-CBT/ Computer-based training -On-line training	-Groupware -emails -chat rooms -video confer. -simulation tech -search engine



DOCUMENTATION to KM : a set of thoughts

BI / Business Intelligence

BI is made of a set of tools to store, retrieve, model, analyze large amounts of information related to internal and external operations as from a **DW**, data mining tools, reporting and analysis functions, integration with the **ERP**.

Enterprise try to make people having an insight (read *KM life cycle* again) into the new market capture through these tools for building a picture of what the business is all about and developing new valuable products, managing their customers relationships, retain the best collaborators, etc.

Otherwise, the INTEGRATION we've been talking about won't function in a satisfactory manner: it means insufficient analysis, poor understanding and limited or un-adequate actions (back to the **SWOT** that will work in a much more efficient way when the company is well documented/informed).

BUT, an excess of information means overload. **KM** and **BI** are utilizing many tools in common and they have to converge to each other. Extracting the intelligence from the information gives substantial material to the enterprise for developing new services. What is making the difference (competitive advantage) is the action on the intelligence (**HUMINT**, military terminology).



DOCUMENTATION to KM : a set of thoughts

1- The pyramid of ages : the pappy boomerang !

In Europe, the first baby-boomers will retire in 2005 (people born in between 1945 and 1955). In France, that represents more than 5 millions persons.

They are part of many enterprises memory and some sectors are already suffering from their departure !

Employers are invited to **plan and manage that near to come phenomenon** for avoiding the « for sure to occur » subsequent problems.

Think about what the **trade corporations and guilds** were doing with the apprentices and **replicate the system** as soon as you can with the soon-to-leave good guys !!! The new technologies are also available to make it easy and practical (e-learning + « real human » coaching). Actual managers recognize that the « old » work mates aren't rapid BUT they know a lot of good tricks that aren't taught at school. The enterprise can't afford loosing that knowledge !!!

Example of the "old Joe" who is recalled for repairing the machine ...

Example of the association of the **CAD** click generation with the brush-and-pencil-made designs developers... →

Sales levels need care BUT don't forget the pyramid of ages



DOCUMENTATION to KM : a set of thoughts

2- The pyramid of ages and assimilated problems

The downsizing craze and workforce mobility are re-profiling and destabilizing the knowledge resources.

The new technologies are bringing opportunities BUT the knowledge resources must be able to cope with.

The all-on-the-PC-based knowledge makes people fully dependent on it : what will the new-click-generation do in case of a long time out of service processing system ? Paperless factory ...and then what ...

The increase in "virtual" work requires new flexible mind pattern to adapt the organization and try to anticipate for reaching the "pool" position.

The globalization impose the integration of ALL competencies and capabilities. Are the enterprises employees and managers ready for that move ?

The customers are demanding more and won't wait too long for being serviced according the new standards ...especially at the time the products and services have a greater knowledge content !

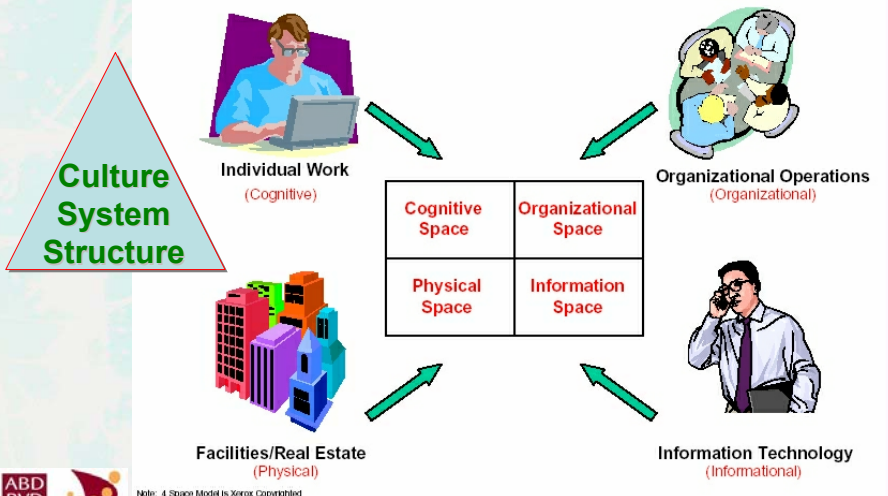


DOCUMENTATION to KM : a set of thoughts

KM at work in which place ?

THE DOCUMENT COMPANY
XEROX

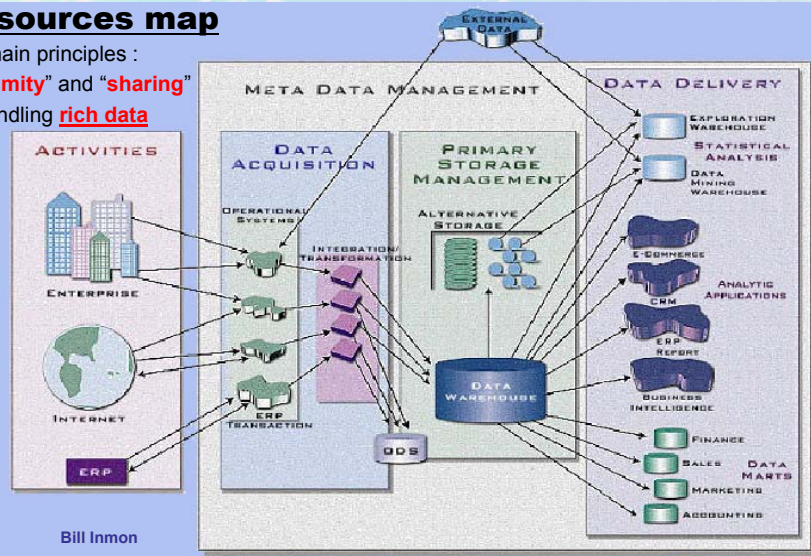
An Integrating Concept ... The 4-space Model



DOCUMENTATION to KM : a set of thoughts

Resources map

The main principles :
 "proximity" and "sharing"
 for handling rich data



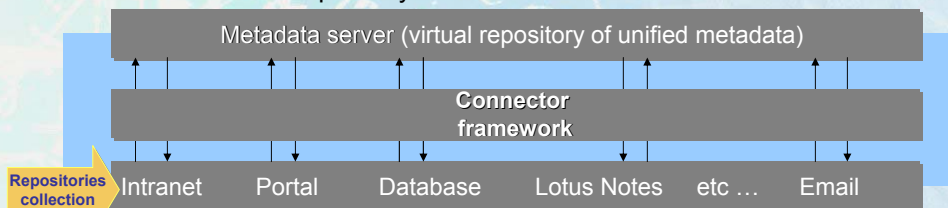
Bill Inmon



DOCUMENTATION to KM : a set of thoughts

A progressive solution could be a system that ...

generates "rich" metadata from enterprise content contained in any repository or application (email servers, file shares, Intranet, portals, hard drives, DBMS, Lotus Notes, and other application repositories) and unifies it into one actionable metadata repository.



The rich metadata is derived dynamically and consists of the **semantic value of content and information**, the social activity around and its organizational context for delivering truly-relevant information on demand, complete with the security and scalability that enterprise need to keep pace with the growth of their structured and unstructured assets.



... and if that doesn't work ...
... change your mind and
start something else !
Look at the next slide ...
That's what this guy has
made his mind up ...
But **we don't endorse** anything !

Charleroi - Belgium
February 9, 2006



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pas de panique !

Nous venons d'ouvrir une « pagaille » de portes et fenêtres ...
Mais nous avons prévu des suites ... à VITESSE PLUS REDUITE ...
... et TRES INTERACTIVES ...
Pour traiter de problématiques méthodologiques pratiques ...
Notamment, comment évaluer l'état de la connaissance dans l'entreprise ...
et entamer le changement pour construire une culture de l'échange ...
Le tout au long de la stratégie définie et à faire évoluer participativement ...
Pour réduire les cas de réinventions de la roue ... (premier niveau) ...
Susciter les innovations rapidement exploitables ... (1^{er} deuxième niveau) ...
Nous fuirons les modèles formels pour expliquer comment partir d'un
existant déjà productif et l'amener -intuitivement- à plus d'insertion dans
les nouvelles dimensions du marché global ... (2^{ème} deuxième niveau)

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February 9, 2006

