Bell University Laboratories

EXIP: Just in Time Knowledge Management

Problem

Information is not timely, not relevant and hard to find

Information Overload
- Too many sources of information.
- Difficult to find relevant information.
- Information must be read and understood to support decision making.

Compressed Time Frames
- Opportunities and problems need to be recognized sooner.
- Decisions must be made more quickly.
- Duplication of effort is very costly.

Corporate Knowledge Retention
- Implicit employee knowledge is currently lost.
- Explicit knowledge in documents is largely inaccessible and hidden.

Solution

EXIP: a Collaborative Knowledge Management Environment

Delivers the right information, to the right people, at the right time

Right Information
- Flexible, structured for a community of interest.
- Focuses on information relevant to that group.
- Trusted because information in the system is created and maintained by group members.
- Group members can record very important tacit knowledge.

Right People
- Environment directly supports members of the group in their work
- Provides access control to information.

Right Time
- Efficient access to information.
- Knowledge discovery via intelligent browsing.

Features

Conceptual Model as Organizing Principle
- Explicit representation of users' areas of work.
- Domain concepts and the relationships between them.

Knowledge Sources
- Internal : presentations, spreadsheets, reports, emails, etc.
- External: Web pages, RSS news feeds, etc.

Knowledge Classification
- Semi-automatic classification based on the users' domain model.

Knowledge Distribution
- Common model facilitates knowledge transfer; makes knowledge accessible.
- System of direct and indirect notifications when item/event of interest occurs.
- Support for intra-group as well as inter-group relationships.

Knowledge Retention
- System stores *all* knowledge relevant to a collaborating group.
- Implicit knowledge is captured (i.e., ratings of documents, recommendations).

Benefits

Improved communication among group members and in the organization.

Better knowledge sharing.

Higher quality of decision-making based on better and more timely information.

Improved corporate knowledge capital re-use and accessibility.

Increased competitiveness through more timely and complete use of information.

Reduction in information overload
- Less communication via individual emails.
- Less duplication of documents.