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 reuse 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.