Knowledge Management - a process in (Software) Engineering

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SAP AG

Topics

1. What is and why Knowledge Management?
2. SAP Knowledge Management
3. SAP KM architecture
4. KM quality assurance
What is it all about?

Dimensions of Knowledge Management

- Efficiently connect “those who know” with “those who need to know”
- Convert personal knowledge to organizational knowledge

Source: Yankee Group: Knowledge Management: People and the Process
A unique characteristic of knowledge is that it is one of the few assets that grows most—usually exponentially—when shared.

James B. Quinn
*Intelligent Enterprise*
Topics

SAP Knowledge Management

Knowledge Transfer Model - Learning Models

<table>
<thead>
<tr>
<th>Instructor-Led (1 to many)</th>
<th>Self-Led (1)</th>
<th>Consultant-Led (1 to1)</th>
<th>Experience Sharing (many to many)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom</td>
<td>Standard Consulting</td>
<td>Case Study Workshop</td>
<td></td>
</tr>
<tr>
<td>Virtual Classroom (Interactive Distance Learning)</td>
<td>WBT (Web-Based Training)</td>
<td>Service Assistant Remote Consulting</td>
<td>Q&amp;A / Discussion Forum Chat Room</td>
</tr>
<tr>
<td>Offline</td>
<td>CBT</td>
<td>Interactive CD Study Guide</td>
<td>Standard Consulting Book</td>
</tr>
</tbody>
</table>

Face to Face

Intranet / Internet based

Delivery
Concatenated Knowledge Transfer Chains

Knowledge Management:
Reduced Knowledge Transfer Cost through
- Reuse of SAP Knowledge
- Reuse of SAP Knowledge Management Tools

Topics

SAP KM architecture
Highlights of SAP Knowledge Warehouse

- Easy-to-use authoring environment
- Classification
- Status control
- Version management
- Hyperlink management
- Translation workflow support
- Multiple language capabilities
- Authorization concept
- Multiple delivery modes
- Full integration with R/3
And Now Integrate with Your HR System

- **Required skills, qualifications**
- **Appropriate training offerings**

**Current skills, qualifications**

**Personnel Development**

**TEM (Training and Event Management)**

**SAP Knowledge Warehouse**

**Participation**
- **Testing, certification**
- **Refer to a company’s or SAP class**

Intranet Management

![Intranet Management](image-url)
Die SAP Lernarchitektur

- 'gekapselt'
- wiederverwendbar
- attribuiert mit Meta-Daten
- Lernziel orientiert

Learning Object Elements

- An Element is an attribute of a learning object or a component.
- Elements describe the characteristics of the learning object. In other words, elements are types of meta-data.
- Meta-data is defined as “data about the data.”

Example of Learning Object Meta-data

<table>
<thead>
<tr>
<th>Elements</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roles</td>
<td>Buyer</td>
</tr>
<tr>
<td>Relationships</td>
<td>Prerequisite to...</td>
</tr>
<tr>
<td>Title</td>
<td>Creating Purchase Order</td>
</tr>
<tr>
<td>Version</td>
<td>First Teach</td>
</tr>
<tr>
<td>Language</td>
<td>English</td>
</tr>
<tr>
<td>Release</td>
<td>4.6c</td>
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<tr>
<td>Industry</td>
<td>Chemical</td>
</tr>
<tr>
<td>Target audience</td>
<td>End user</td>
</tr>
<tr>
<td>Use</td>
<td>Training, EPSS</td>
</tr>
<tr>
<td>Duration</td>
<td>15 minutes</td>
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<tr>
<td>Maintenance dates</td>
<td>none</td>
</tr>
<tr>
<td>Status</td>
<td>In progress</td>
</tr>
<tr>
<td>Author</td>
<td>Robert</td>
</tr>
<tr>
<td>Owner</td>
<td>Teresa</td>
</tr>
<tr>
<td>Media type</td>
<td>mixed</td>
</tr>
</tbody>
</table>
Learning Object

Example of Learning Object Structure
**Ideal World Scenario**

- Small units of learning – Learning Objects (LO)
- A repository of LO
- These LO are arranged in learning paths independent from delivery method
- Each customer can decide which delivery method he prefers for each LO
- Different packaging possible

![Learning object repository](image)

**Knowledge Warehouse Architecture**

- **Client Tools**
  - KWorkbench
  - KW-Modeler
  - KW-Admin
  - KW Web-Client

- **External Servers**
  - Check In/Check-Out
  - Retrieval
  - Modeling
  - Administration
  - Authoring/Viewing
  - Index Servers
  - Content Servers
  - Events
  - Terminology/Classification
  - Conversion/Translation
Topics

4 KM quality assurance

Performance Assessment Workbench: Processes