

e-Knowledge The Concept...



Organisations become aware of the prominent role knowledge management could play in their value chain. This leads to the definition of knowledge strategies and the development of knowledge exploitation tools.

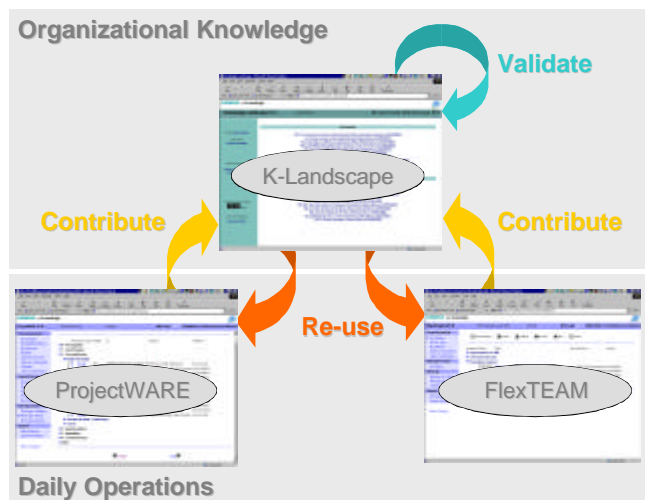
The target is obvious: to incorporate knowledge management in everybody's daily work, to enhance knowledge recovery, to organise knowledge and to make it widely available throughout an organisation.

This is exactly what the Siemens IT PS division is supporting with its Siemens e-Knowledge concept. This solution enables the processes needed to exchange and contribute information amongst and by all people, to identify and create knowledge objects and to make knowledge accessible throughout the organisation.

In any organisation, the recovery of the huge existing amounts of specific knowledge would lead to a considerable competitive advantage. The e-Knowledge concept will help each knowledge worker to benefit from the common knowledge of the organisation whether he/she works in task forces, project groups or action teams, within traditional and/or networked organisations.

e-Knowledge is more than just another technical solution. It offers leverage to any individual's personal knowledge, through using and sharing knowledge with others and with the organisations itself. This is what we call the "GATA Age", for "Give Away and Take Away", which means that giving information stimulates others to do the same in return. As a result, people will learn from each other.

e-Knowledge is your individual knowledge exchange platform, integrated in the company-wide knowledge management network.



Siemens e-Knowledge

The "e-" stands for:

- an electronic knowledge management solution;
- a new era of knowledge based economy;
- an enhanced IT environment, offering processing for individual knowledge leverage.

e-Knowledge is all about:

- the sharing and re-use of knowledge;
- the application of e-Knowledge standards and procedures;
- defining "faster learning" objectives.

Industrial Projects
and Technical Services

*Your success
is our goal*

Siemens e-Knowledge comprises several functional modules:

- the Knowledge Landscape, a knowledge framework for other modules. IT contains convergent knowledge processes, central stores for knowledge objects, portal functionality and personalisation features;
- ProjectWARE supports knowledge- & document management within projects. It supports typical project information related processes, such a document reviewing, versioning,... and it will exchange knowledge with the Knowledge Landscape;
- the FlexTEAM supports all information processes a virtual action team needs to work efficiently. It will exchange knowledge with the Knowledge Landscape;
- The Field Book guides you through the philosophy and the processes of knowledge creation and active learning, to ensure that everybody achieves his/her learning goals within the knowledge organisation;
- and more tools are to come soon;!

Your immediate benefits from e-Knowledge

To any knowledge worker, team or taskforce, Siemens e-Knowledge offers a number of quick and clear-cut advantages:

- the tool itself, Web based, easy to use, easy to implement;
- fast leverage of individual & team performance;
- a perfect start for cultivating knowledge management in the organisation;
- transparency, due to the Knowledge Landscape, providing knowledge process and knowledge objects such as project history, inventory of skills, knowledge exchange and best practices integration;
- support for virtual task forces;
- prevention of redundant work;
- allowing for the creation of your own made-to-measure competence network.

Siemens Brussels

The technical services of Siemens Brussels are highly skilled in following domains:

- Energy and automation;
- Communication;
- Information technology.

The IT group provides consulting, project management, system integration, application development, product support & training and facilities management in the areas of:

- Information & knowledge management;
- Network & system services;
- Telematics;
- Production & process management;
- Maintenance.

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Business Integrated Knowledge Management ... makes you and your organisation smarter !

Siemens e-Knowledge supports the Knowledge Management

Knowledge is becoming the new important asset for organisations. A faster time to market, shorter learning cycles, improved knowledge on products and systems, best practices from past projects, ... make it possible to have a competitive advantage.

However, Knowledge Management needs to be integrated into the daily business processes to get optimum capturing and re-use of knowledge and therefore a maximised return.

Siemens e-Knowledge is the answer in the quest for a good concept to support all this.

Facilitating knowledge collection and re-use

The underlying concept of Siemens e-Knowledge is the Knowledge Landscape and the components that support the daily work in teams. The Knowledge Landscape is the place where knowledge is gathered and validated.

Users can find out what was learned from other team activities, what approaches (methods, products, etc) have proven to be successful in the past. This can help the start-up and the efficiency of teams.

Also information on the employees can be found : 'Who has participated in what team?', 'What skills has a certain employee ?'. Users can find more easily a person to turn too in case of a problem in a specific field.

The Knowledge Landscape is also the place to share information like problems, tips and tricks, questions, ... on products and systems, best practices in business solutions and discussions about market sector evolutions.

The teams have a centralised virtual meeting place at their disposal. This component will help them to organise documents, exchange ideas, track tasks and meetings, enables discussions, ...

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The web-based approach of Siemens e-Knowledge enables on-line as well as off-line usage at any time and from any place.

By identifying the working context of each team, shared knowledge coming from the teams is organised at the right place in the Knowledge Landscape. The other way around, it assures that team members get focused, relevant knowledge needed for the job they are working on at that moment.

Supporting knowledge validation processes

It is necessary that the knowledge presented to the users is of high value and quality. To ensure that, the concept supports the validation of the delivered information. Experts in a particular domain review all the information. They can convert contributions to Frequently Asked Questions and Best Practices.

Our first experiences show that this concept has started new processes of interactive problem-solving and communication in new fields of interest.

It is clear that starting off with Knowledge Management is not an overnight job. An increasing number of people using the system, will leverage the effect for the organisation and the user himself.