



KMS / EDMS

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To talk . . .

- EDMS (Enterprise Document Management System)
 - Imaging
 - Workflow
 - EDM
 - COLD
- Knowledge Management System (지식관리시스템)
- KM Technology (구축 기반 기술)
- KM Applications (KM 구축 소프트웨어)
- KM Solution (KM 솔루션)
- EDMS (Enterprise Document Management System)

“Explicit Knowledge” Management

Structured Data (5-20%)

- ◆ Well understood and under control

Customer ID:

Company:

Address:

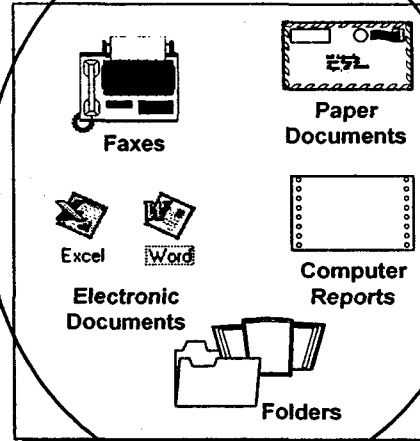
Phone:

Fax:

Relational
DBMS

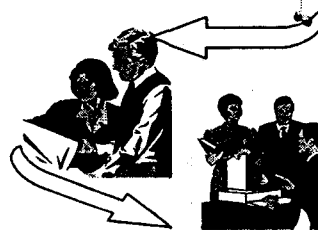
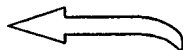


Unstructured Data (80-95%)



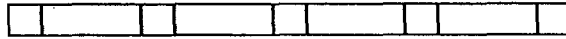
“Explicit Workflow” Management

- Software to automate work processes
- All robust workflow software has these characteristics:
 - information assembly and packaging
 - workflow process map (build time)
 - work item routing
 - integration of tasks and corporate repositories
 - work item control and tracking (runtime)



Where's inefficiency?

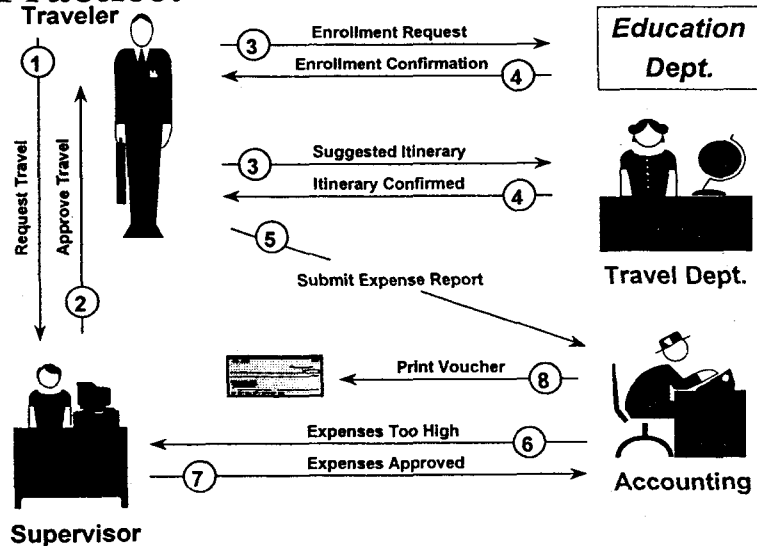
- Task time - the time between the beginning and end of a task
- Transfer time - the time between the end of one task and the beginning of the next task

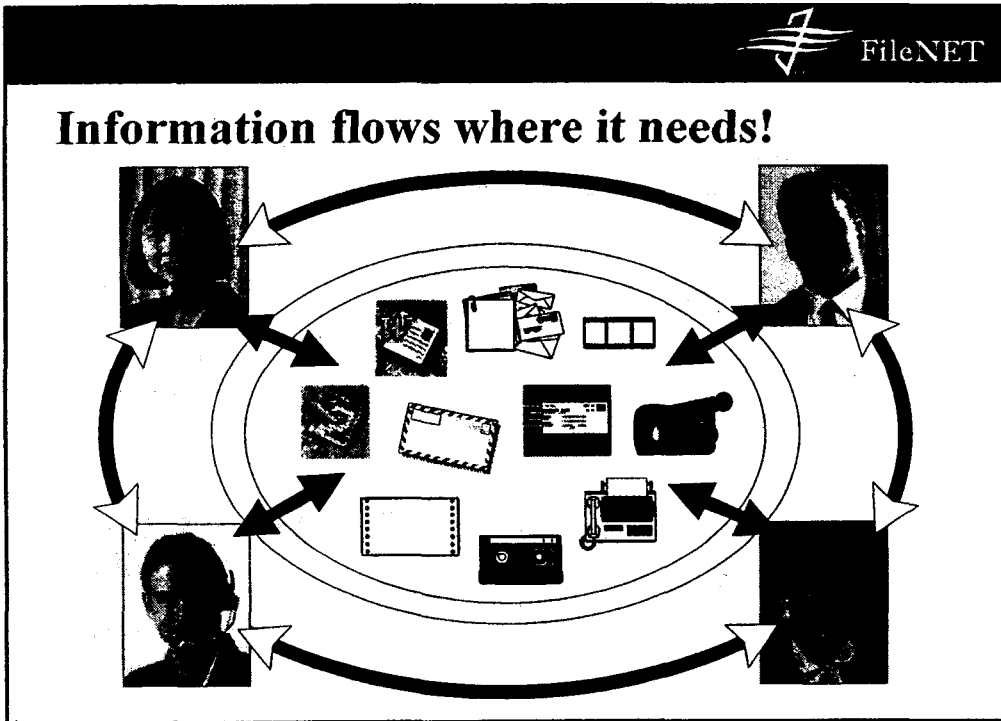
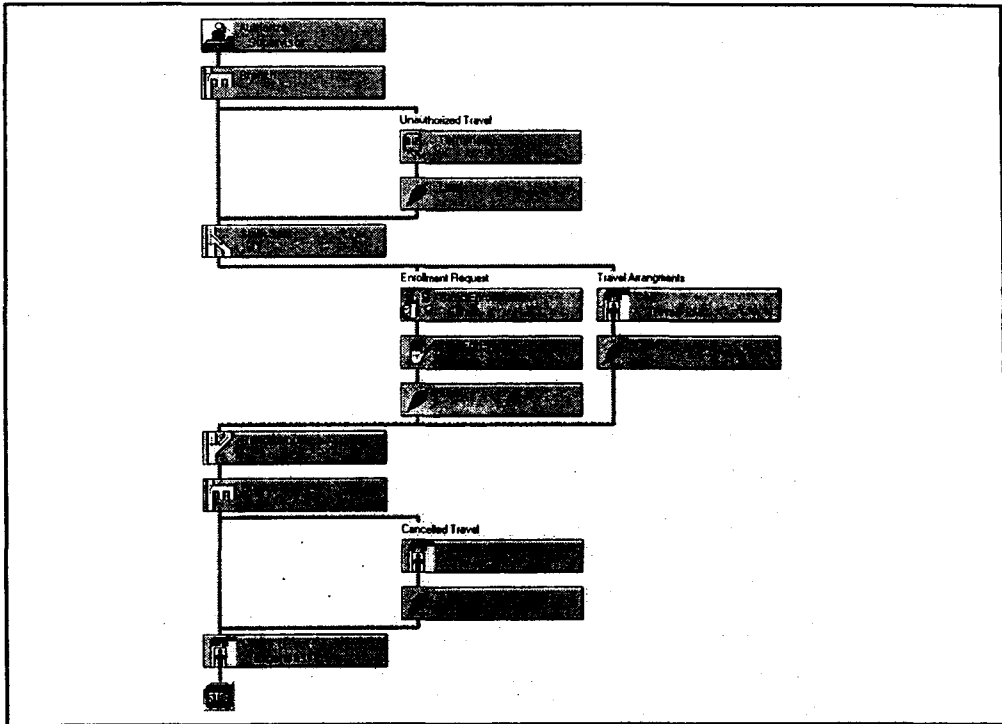


- DM and workflow technologies can reduce task time and transfer time

Productivity!!!

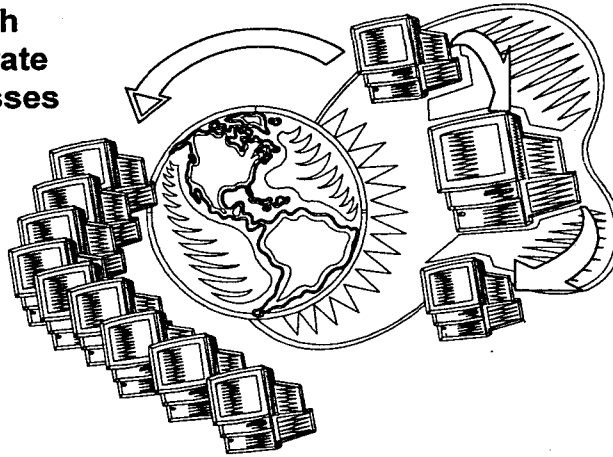
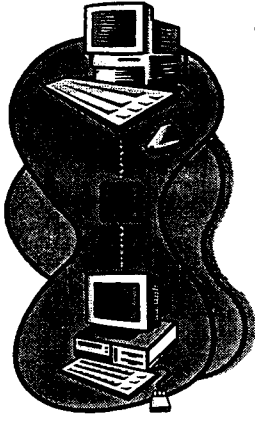
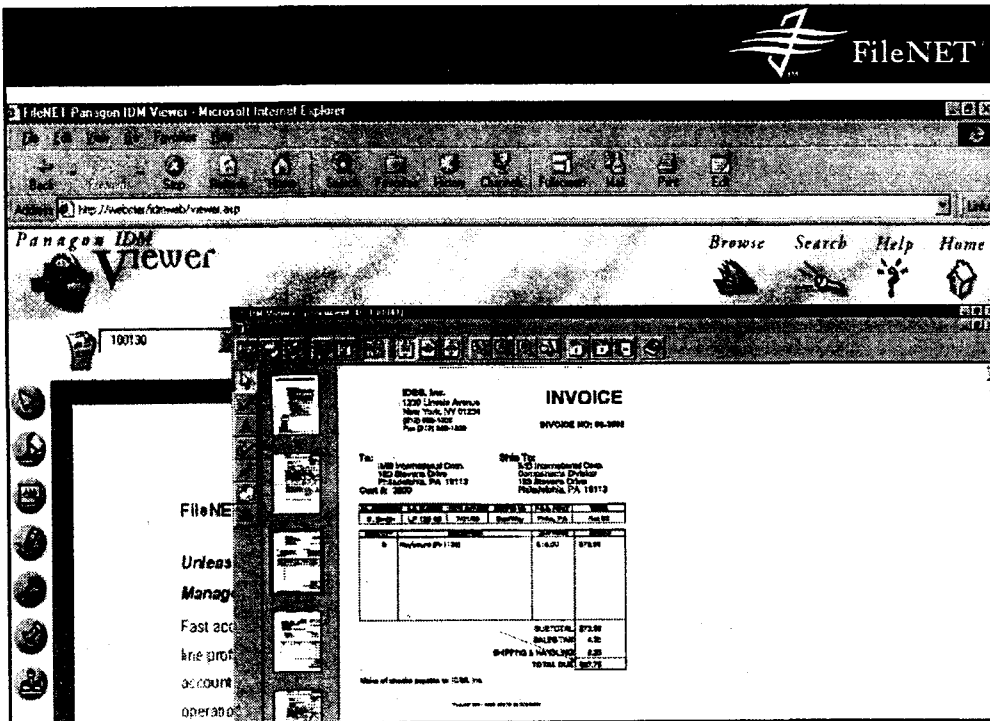
Best Practice!





EDMS in WEB!

Moves
information
through
corporate
processes

FileNET Panagon IDM Viewer - Microsoft Internet Explorer

Address: http://webctel.fidmweb/viewer.asp

Panagon IDM Viewer [Browse](#) [Search](#) [Help](#) [Home](#)

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INVOICE

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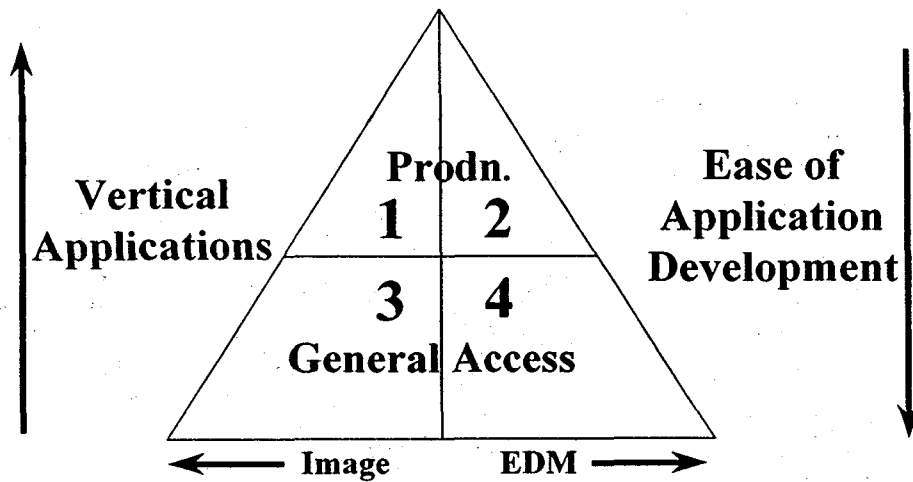
To: 280 International Court
180 Riverside Drive
Philadelphia, PA 19112
Cont # 280

Ship To: 280 International Court
180 Riverside Drive
Philadelphia, PA 19112

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	INVOICE 04-000	0.00	0.00
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SALES TAX:			0.00
SHIPPING & HANDLING:			0.00
TOTAL DUE:			0.00

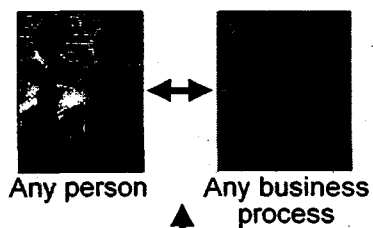
Make all checks payable to EDMS, Inc.

EDMS Application

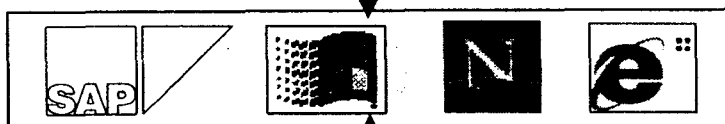


EDM General Access Model

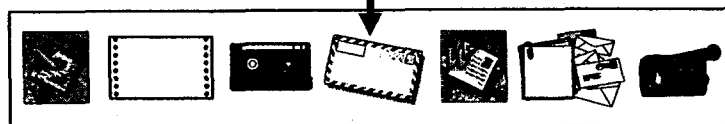
- Anytime and anywhere



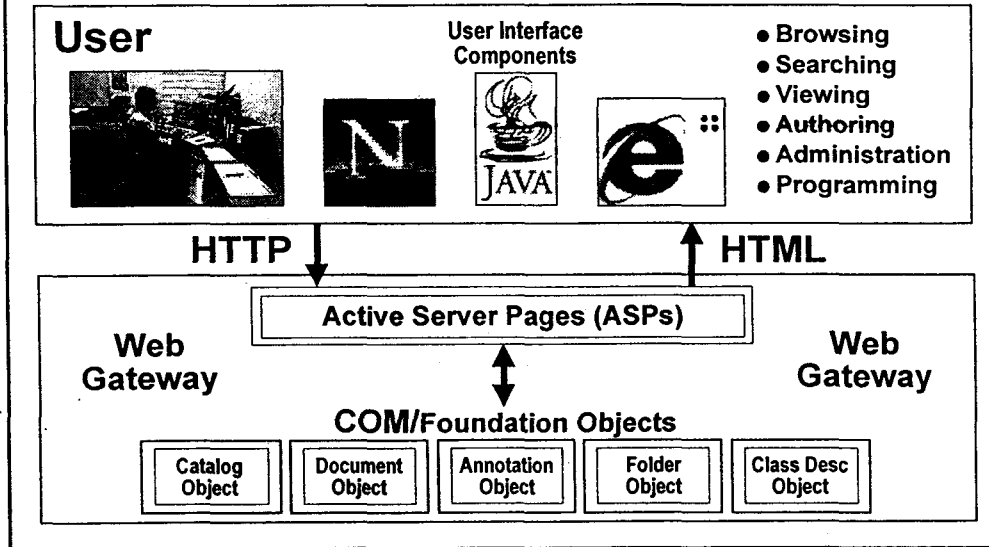
- Any method for access and creation



- Proven, scalable, and secure repositories



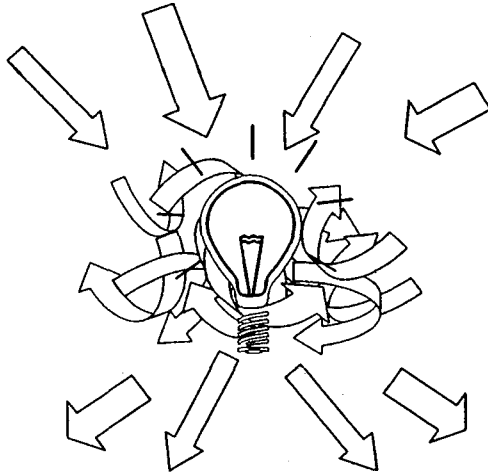
WEB Model



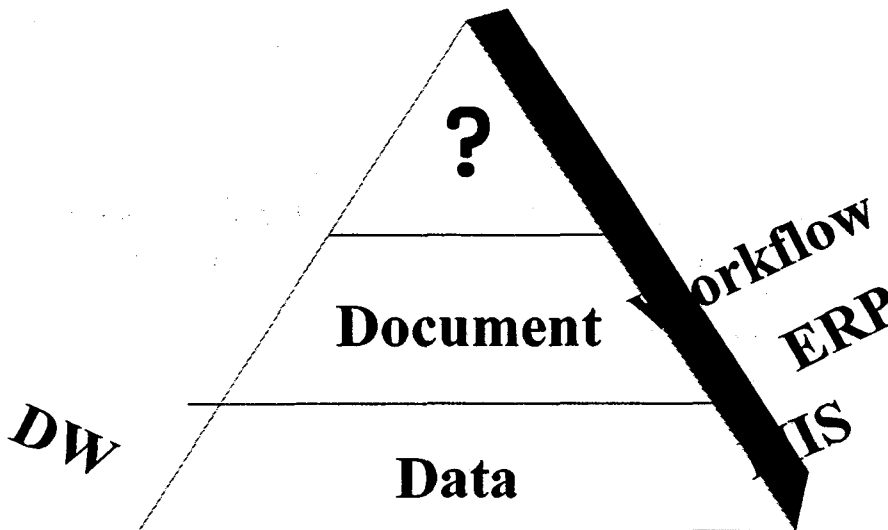
KMS Challenge!

- Industrial Society -> Knowledge based Society
- Mfg Company -> Service Company
- Asset -> Intellectual Asset
- Blue Collar Worker -> White Collar Work
- Productivity, Quantitive Measure -> Qualitative Measure
- Hierarchical Organization -> Team Organization
- Mkt change
- Responsiveness / Competitiveness
- Knowledge Worker
- Brain, "between the ears"
- Know-how, Tacit Knowledge
- Innovation!!!

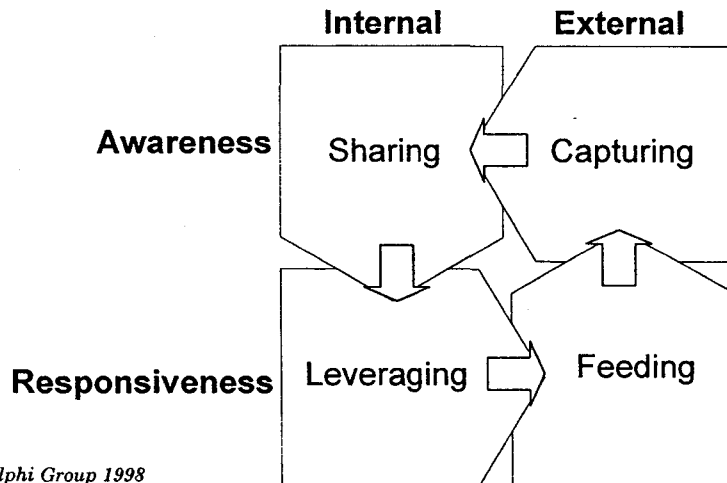
KMS Challenge!



KMS?

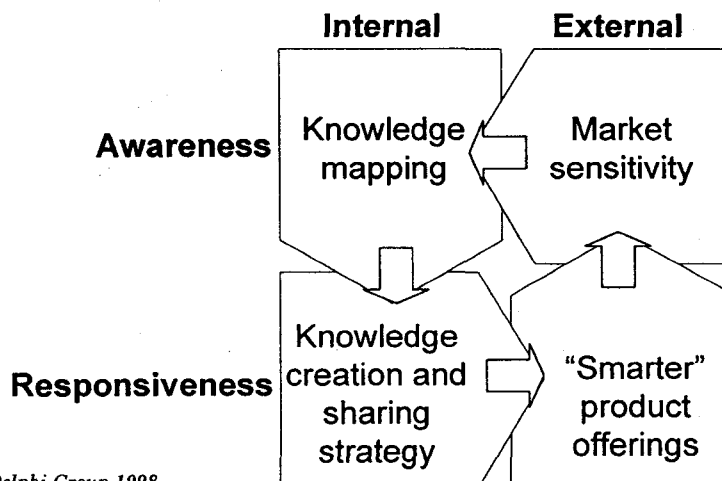


Knowledge Chain



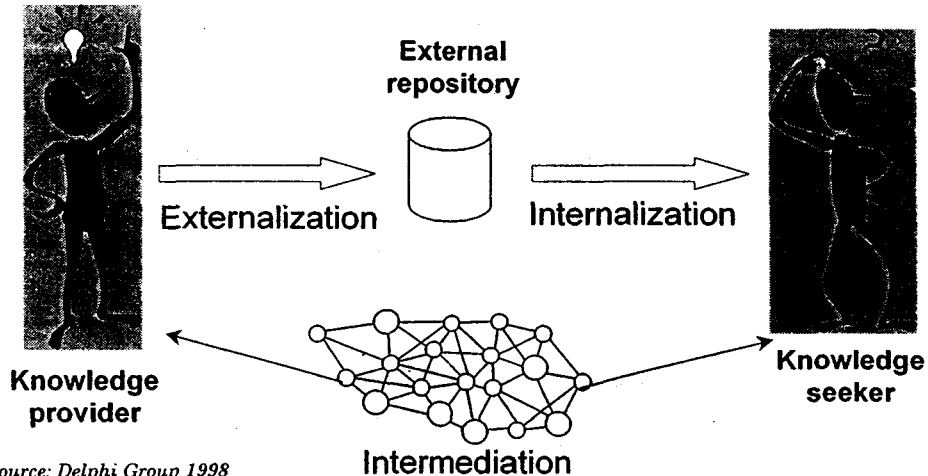
Source: Delphi Group 1998

Knowledge Chain



Source: Delphi Group 1998

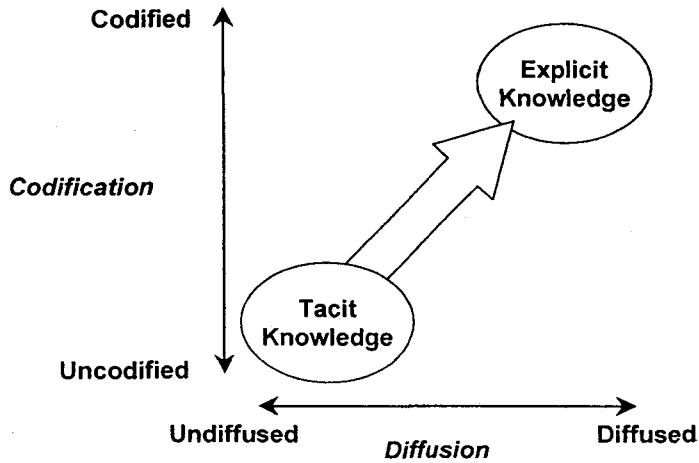
Culture / Organization



KM, 8 Trends

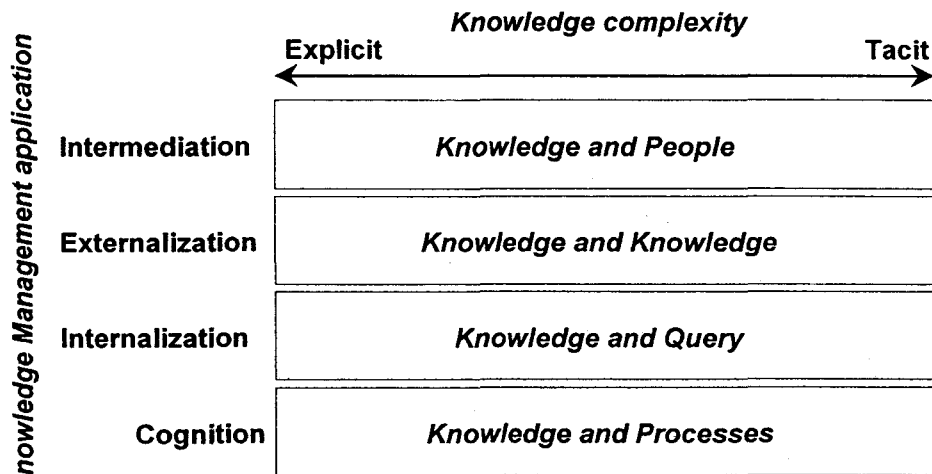
1. Knowledge Mgmt will be an entry req't for competition, not a differentiator
2. The biggest challenge of KM will be sharing tacit knowledge
3. Once companies are handling the organization of existing knowledge, the primary focus will be in enhancing creativity
4. Successful companies will leverage their knowledge thru decentralized intelligence
5. KM will give rise to an economy of free agent
6. Technology will be a necessary, but insufficient, enabler
7. KM will give rise to new rules for competition
 - More competitors, Smaller competitors, Larger markets, More rapid change
8. KM will define new roles for intermediaries

Explicit and Tacit Knowledge



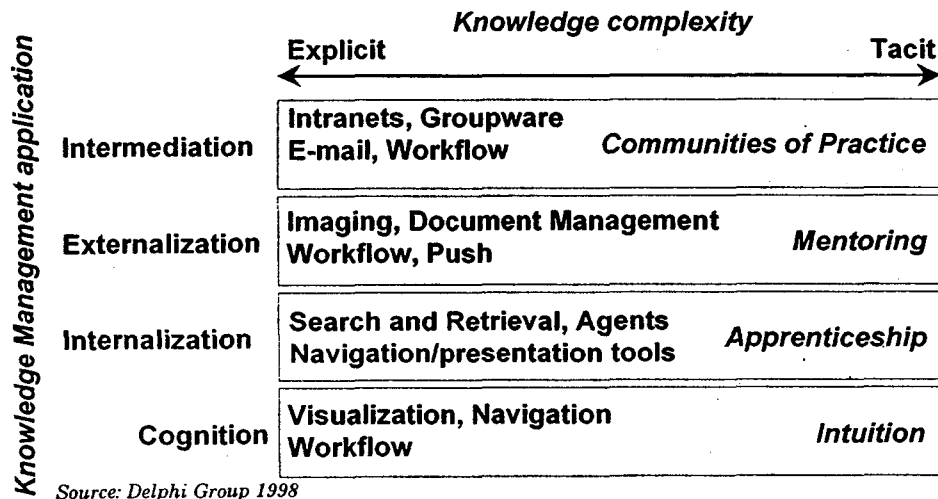
Source: Delphi Group 1998

KM Applications



Source: Delphi Group 1998

Taxonomy of KM Solutions



Sources of Knowledge

- Document repositories
 - Tap the resources already at hand
- Data warehouses
 - Find out what you don't know about customers and partners
- Internet and Extranets
 - Extend the boundaries of your work - allow joint intercreativity
- Competitive intelligence databases
 - Know what can be known about your competitors



Choosing a Solution

- Information / Knowledge Structure
- Explicit vs. Tacit Knowledge
- User Expertise
- Objectives of Sharing
- Availability of Knowledge
- Volume of Knowledge
- Complexity of Knowledge Capture



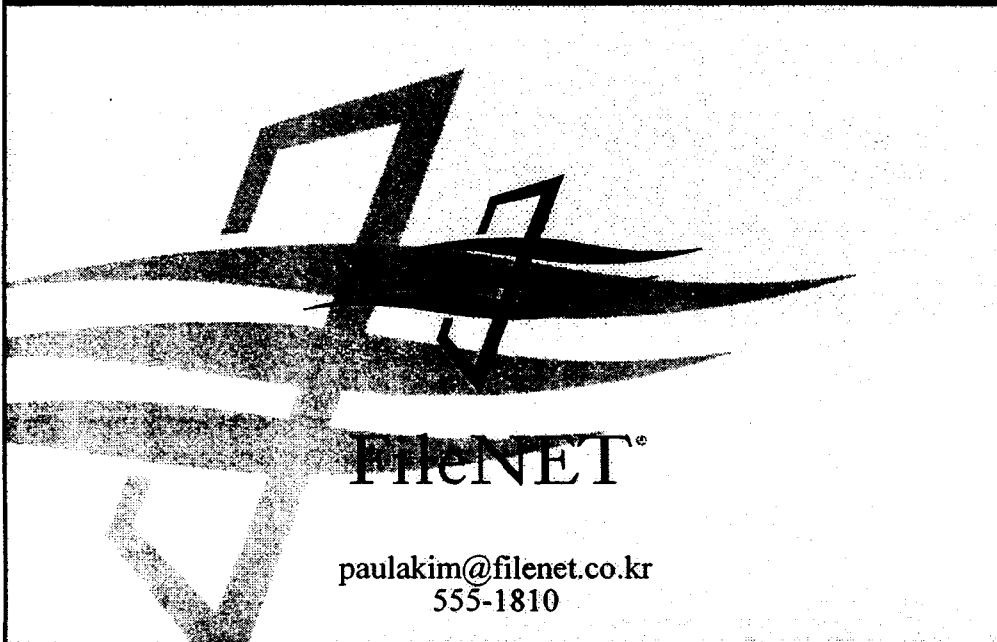
Emerging KM Technology, 5 Traits

- Context Sensitive
- User Sensitive
- Flexible
- Heuristic
- Suggestive

Until “Explicit”, Technology cannot help!



**Once “Explicit”, Technology can help!
And EDMS is very efficient & effective tool
to implement KMS.**



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