

KM Toys^D^Dools

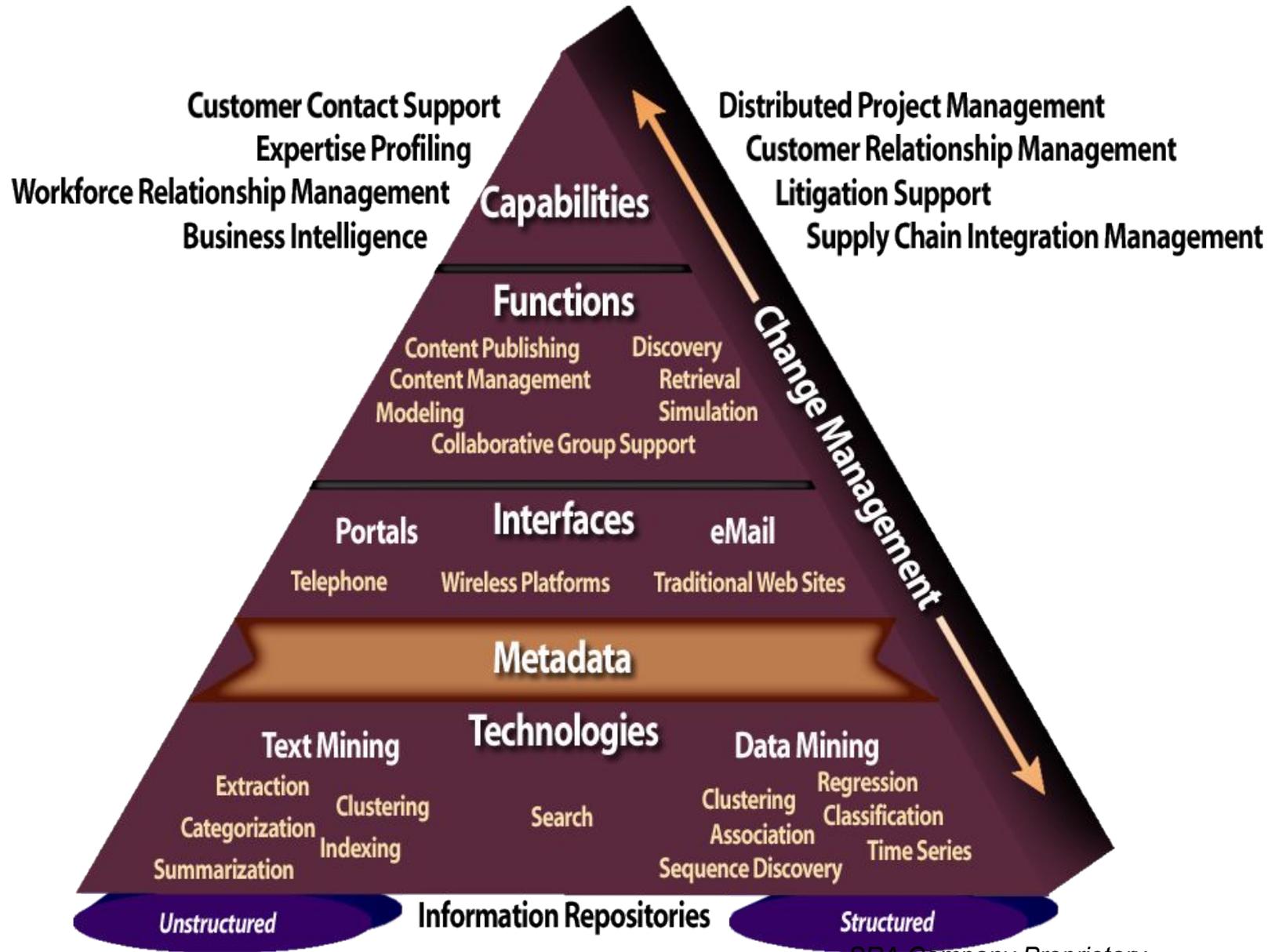
John Bordeaux, Ph.D.
SRA International



iPhone



The KM Technologies Food Chain



Knowledge-Sharing Requires Shared Context

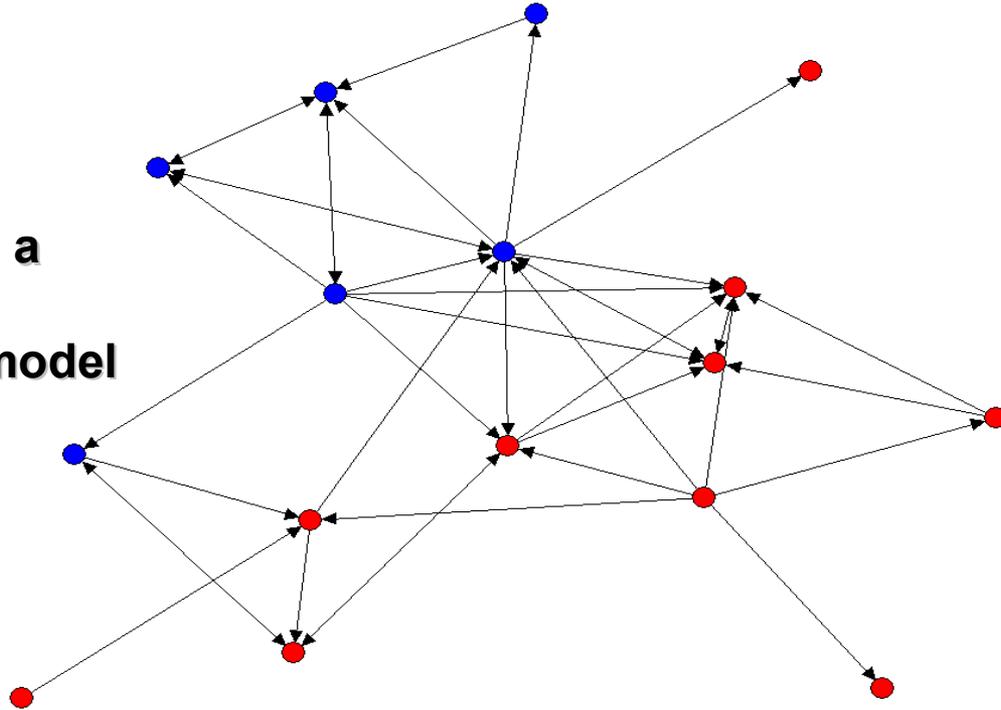
<u>Type</u>	<u>Characterization</u>	<u>Transfer Modes</u>
Explicit	Digitized artifacts	Informatics
Implicit	Processes, workflow	Community interaction; business rules in decision support systems
Tacit	Cannot be articulated; involves hidden processes of comprehension	Informal networks, relationships

Developing Organizational and Individual Capabilities

	<i>Individual Use of Information and Knowledge</i>	<i>Organizational Flow of Information and Knowledge</i>
<i>Technology</i>	Search engines E-mail filters Intelligent agents Portals, etc.	E-mail Intranets and groupware Electronic bulletin boards Videoconferencing
<i>Skills and Behaviors</i>	Filtering information overload Reading and note-taking Analysis and synthesis Making effective decisions Knowledge communication skills, etc.	Organizational culture Propensity to share Teamwork and team objectives Group processes Facilitation skills

Organizational K

**Building a
shared
mental model**



Infrastructure

Culture

Creation

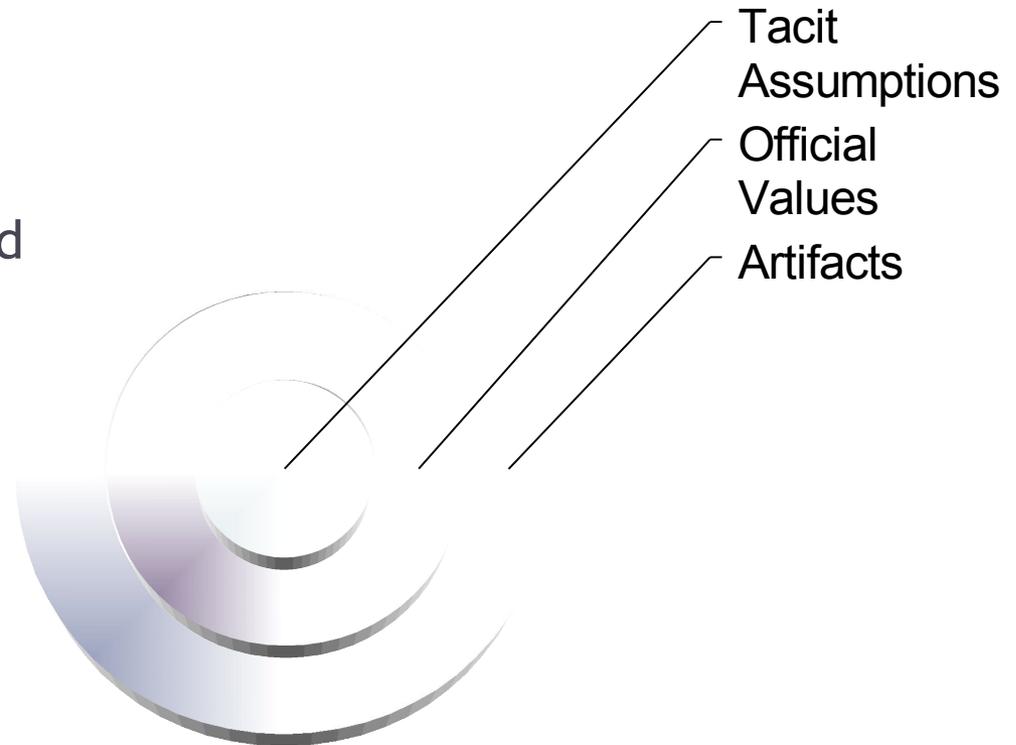
Three Levels of Culture

▶ Artifacts

- ▶ What's on the bulletin boards
- ▶ How offices are set up
- ▶ How meetings are conducted
- ▶ How people greet each other

▶ "Official" values

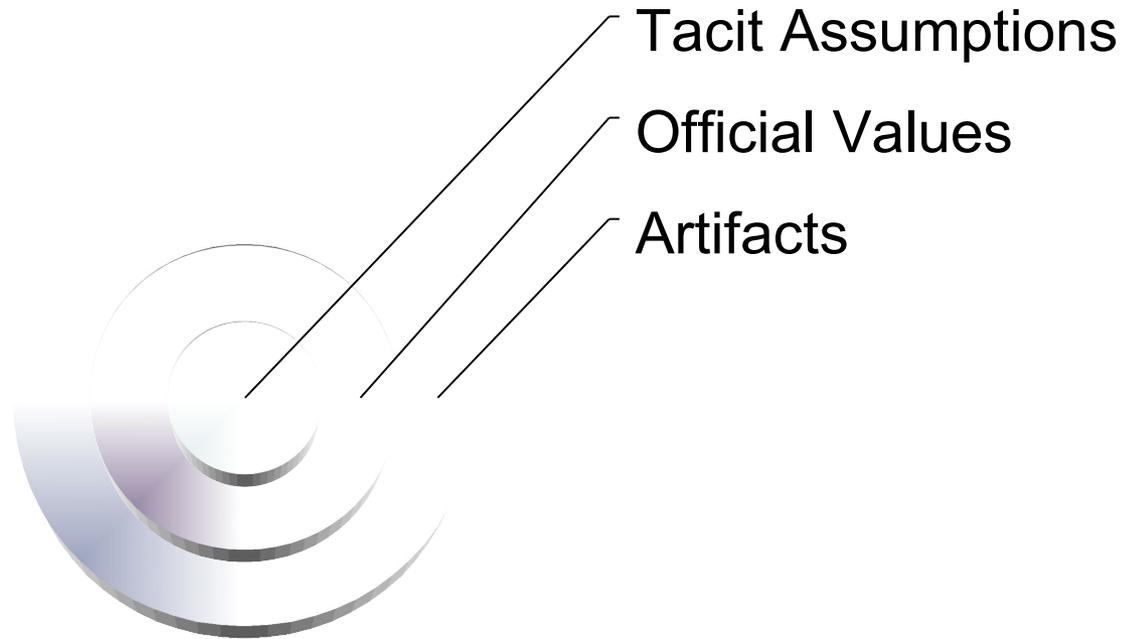
- ▶ Corporate vision statement
- ▶ Written policies
- ▶ Code of ethics



Three Levels of Culture

- ▶ **Tacit assumptions**
 - ▶ Seldom discussed assumptions behind the actions

That's the way we do things around here.



Individualistic US culture is ideally suited to information exchange and discovery...

Information transaction costs dropped precipitously through 20th century

... and completely unfriendly to costs of knowledge exchange, which have not changed noticeably

Find people

Negotiate with them

Codify, exchange, translate

Culture and Exchange

If Federal Agencies Were an Enterprise...

User Interface

Desktop

Web (Private)

Web (Public)

Mobile

Information Capture

Collection

Authoring

Information Access

Search

Browsing

Retrieval

Analysis

Collaboration

Discussions

Tasks

Annotation

Metadata

Service Catalogs

Data Catalogs

Policies

Ontologies

Data Access

Query

Publication

Semantic Mapping

Indexing

Analysis

Extraction

Classification

Summarization

Security / Privacy

Access Policies

Data Protection

Auditing

User Management

Identity

Profiles

Service Infrastructure

Routing

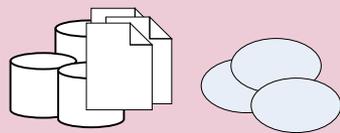
Transformation

Management

Mediation

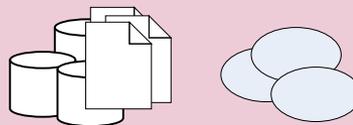
Composition

Federated Information Repositories



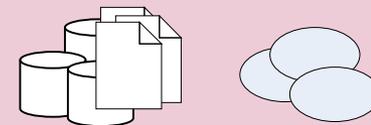
Sources

Services



Sources

Services



Sources

Services

Ok, but...

The screenshot shows a Google Maps interface in a Windows Internet Explorer browser. The address bar shows the URL <http://maps.google.com/maps?tab=wl&hl=en>. The browser's address bar also displays "Cognitive Edge: Freedom i..." and "Google Maps". The page title is "Google Maps". The search bar contains the text "Search the map" and "Find businesses" and "Get directions". The map shows the Washington, DC area with several blue location pins. The left sidebar displays "My Maps - Create new map" and "SRA Locations" with a list of office locations. The map interface includes navigation controls, a scale bar, and a traffic overlay. The bottom status bar shows "Internet | Protected Mode: On" and "100%".

Google Maps - Windows Internet Explorer

http://maps.google.com/maps?tab=wl&hl=en

Google Maps

Search the map Find businesses Get directions

Search Results My Maps

My Maps - Create new map

SRA Locations

Office locations for SRA International, Inc.
Public - [Edit title/settings](#)
Created by JB on May 9

- [Corporate HQ](#)
4350 Fair Lakes Ct Fairfax, VA 22033
- [Carlyle Place](#)
2051 Jamieson Ave Alexandria, VA 22314
- [Kingstowne](#)
5971 Kingstowne Village Pkwy Alexandria,
- [Arlington Center](#)
3434 Washington Blvd Arlington, VA 22201
- [Crystal City](#)
2231 Crystal Dr Arlington, VA 22202
- [Fair Lakes Circle](#)
12500 Fair Lakes Cir Fairfax, VA 22033
- [Merrifield](#)
8260 Willow Oaks Corporate Dr Fairfax, VA
- [Reston](#)

Map Traffic Satellite Hybrid

©2007 Google - Map data ©2007 NAVTEQ™ - Terms of Use

Internet | Protected Mode: On 100%

But, but...

The screenshot displays the Google Calendar interface within a Windows Internet Explorer browser window. The address bar shows the URL <http://www.google.com/calendar/render>. The browser's address bar includes navigation buttons, a search field, and various utility icons like Bookmarks, Check, AutoLink, and AutoFill. The page title is "Google Calendar - Windows Internet Explorer".

The main content area features the Google Calendar logo and navigation options: "Create Event", "Quick Add", and a calendar view selector (Today, Jun 24 - 30 2007). The view is set to "Week", showing a grid from Sunday, June 24, to Saturday, June 30, 2007. The top of the grid is highlighted in yellow, indicating the current week. A large blue event bar at the top of the week is labeled "AFKN KM Conference".

The calendar grid shows several events:

- Monday, June 25:** 8:00am Hilma (green), 12:00pm IAD - BOS (blue), 1:00pm Attractions - Review Dance (green).
- Tuesday, June 26:** 9:30am BSO Staff meeting (blue), 11:30am Hair appt. (green).
- Wednesday, June 27:** 9:30am BOS - IAD (blue).
- Thursday, June 28:** 8:00am PNSR (blue), 2:30pm Air Force and Concert (blue), 4:30pm Laura Moore chat (blue).
- Friday, June 29:** 11:00am All - TBD (NEW REHEARSAL) (green).

The left sidebar contains "My Calendars" with "John Bordeaux" and "Work Events" checked, and "Other Calendars" with "Janet Bordeaux" and "Side Show" checked. A "Manage calendars" link is at the bottom of the sidebar. The bottom of the browser window shows the status bar with "Done", "Internet | Protected Mode: On", and "100%" zoom.

But, but, but!!

MySpace.com - Windows Internet Explorer

http://home.myspace.com/index.cfm?fuseaction=user

Home | Browse | Search | Invite | Film | Mail | Blogs | Favorite

Hello, John!

My URL: myspace.com/ibx [Edit Profile]

Friend Status

John is in your extended network. Update.
Mood: (none)

kyle is in your extended network. On
Mood: savage 😏

Leo is licking himself in disgusting place
Mood: hungry 😊

Southern Sarah is in your extended net
Mood: determined 😏

Bulletin Space

From	Date
Jen	Oct 20, 2007 3:37 PM
Jen	Oct 18, 2007 10:12 PM
Jen	Oct 17, 2007 10:07 PM
kyle!!!!	Oct 16, 2007 7:45 PM
kyle!!!!	Oct 14, 2007 12:12 AM
kyle!!!!	Oct 13, 2007 11:59 PM

Profile Views: 2,957
Photos: Edit | Upload

Control Panel

- Compose
- Inbox
- Sent
- Friend Requests
- Profile
- Settings

Facebook | Home - Windows Internet Explorer

http://www.facebook.com/home.php?

Facebook | Home | Gmail - Inbox | Microsoft Outloo... | MySpace.com

home account privacy logout

facebook

Profile edit Friends Networks Inbox

Search

Applications edit

- Photos
- Groups
- Events
- Marketplace
- Movies
- Mobile
- Blog Friends

News Feed Preferences

Jennifer Russ added friends on Flixster Movies.

Flixster Amanda Reichert is now using Flixster to compare movie taste, share recommendations and take movie quiz challenges with Jennifer. Add Flixster >

Updated: Jennifer Russ is tucked out from the 3-hand reel.

Kim Bayne joined the group WebAnalysts.Info.

Jennifer Russ took a movie quiz!

Disney Songs - Jennifer answered 6 of 11 questions correctly for a score of 55%. Take the quiz > | Make your own

Get on board The Darjeeling Limited. Sponsored

Join the Fox Searchlight Pictures Presents The Darjeeling Limited group today!

Neli Maria Mengalli joined the group Digital Natives.

Kim Bayne added the Top Friends application.

Kim Bayne and Tom Diederich are now friends.

Jean-Paul Boucher joined the group 1,000,000 Strong For Stephen T Colbert.

Jean-Paul Boucher is so excited to be starting yet another week.....

Neli Maria Mengalli joined the group BCCampus.

Updated: Stephen Bates is in Vegas. Ace-Queen Suited...

Status Updates see all

John is pondering a suddenly virtual conference. 4 minutes ago edit

Jennifer Russ is tucked out from the 3-hand reel. 3h ago

Jean-Paul Boucher is so excited to be starting yet another week..... 10h ago

Stephen Bates is in Vegas, Ace-Queen Suited... 15h ago

hide friend updates

Birthdays see all

No upcoming birthdays.

Invite Your Friends

Invite your friends to join Facebook.

New Stuff hide

Today's New Gift: (\$1 USD)

L Tile
Availability: Until sold out
Number Available: 1,000,000 total

You have **1** gift to give.
give today's gift | browse gifts

The Next Step see all

Internet | Protected Mode: On 100%

Something's Happening

- ▶ 60 % of federal workers eligible for retirement in 10 years
- ▶ Average age of civil servants is 47
- ▶ What does the next generation of analysts and operations professionals look like?
- ▶ They're growing up with
 - ▶ Constant Network Awareness and Presence
 - ▶ Instant messaging
 - ▶ Cell-phone texting
 - ▶ Immediate access to "answers"
 - ▶ Google
 - ▶ Wikipedia
 - ▶ Democratic publishing and access
 - ▶ Blogs, MySpace, Facebook,
 - ▶ Reliance on "Wisdom of crowds"
 - ▶ Flickr, del.icio.us, YouTube
 - ▶ Networked virtual environments
 - ▶ World of Warcraft, Xbox 360, Webkinz, Second Life

SRA Company Proprietary

Something's Already Happened

Just as we're writing policies about wikis and blogs (Intellipedia, etc.) ...And strategies about information sharing...

- MySpace, Flickr, Facebook, Digg, Second Life, etc. are transforming how people interact
- These additional "Web 2.0" tools aid in social network stimulation, business value still considered "uncertain"
 - Except those places where they have been tried...
- Some agencies moving to adoption of what have in the past been considered web "toys"
 - Government agencies engaging in E-Gov in Second Life
 - Centers for Disease Control and Prevention
 - NASA
 - Department of Homeland Security
 - National Oceanic Atmospheric Administration



CENTERS FOR DISEASE CONTROL AND PREVENTION

Welcome to the Centers for Disease Control and Prevention!

Staff at CDC, as they engage in their work.

A staff member at the front desk greets a visitor - in addition, they can assist in school, job, educational, and other needs.

A staff member provides information on influenza, vaccination, and helps they need to make healthy choices for the flu season.

A staff member provides information on the flu season when they can make information or suggest the best way to protect themselves throughout their work year.

Highlight the flu season with tips on their protecting our state of Healthy People in a Healthy Working America!

Get a flu shot in our virtual world, courtesy of CDC. And it makes a real difference in the world, year after year. So please, if you're in the office, and encourage us to come by and see our information in the CDC Web site from in Second Life.



Ms. [Name], M.D., M.P.H.
CDC Director



Member JB Otoole



Navigation and communication tools including: Say, Shout, Gestures, Mini-Map, Map, Inventory, and a Talk button with a microphone icon.

Bottom navigation bar with buttons for: History, Communicate, Chat, Fly, Snapshot, Search, Build, Mini-Map, Map, and Inventory.







Real Time Weather Reporting



Member
A JB Otoole

Touch to start NOAA S
7 questions

State Boundaries
Local Weather Text
Temperature Overlay
Weather on the Web



Navigation icons: back, forward, home, search, and a close button.

History | Communicate | Chat | Fly | Snapshot | Search | Build | Say | Shout | Gestures | Mini-Map | Map | Inventory



History Communicate Chat Fly Snapshot Search Build Mini-Map Map Inventory

Stand Up Say Shout Gestures

Navigation: Back, Forward, Home, Search, Talk, Mute, Volume



Member JB Otoole



Touch to start Speaker Evaluation Survey 4 questions



Stand Up

Navigation icons: Home, Back, Forward, Search, Mute, Talk, Volume

Communication: Say, Shout, Gestures

Tools: Mini-Map, Map, Inventory

History

Communicate: Chat, Fly, Snapshot, Search, Build



History Say Shout Gestures

Communicate Chat Fly Snapshot Search Build Mini-Map Map Inventory



Tsunami
(Please wait - Touch to start NOAA Survey
Member
JB Otoole

7 questions



History Say Shout Gestures
Communicate Chat Fly Snapshot Search Build Mini-Map Map Inventory





Member JB Otoole



Second Life interface toolbar containing various communication and utility buttons.

History	Communicate	Chat	Fly	Snapshot	Search	Build	Mini-Map	Map	Inventory	Say	Shout	Gestures	Talk	Volume
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Download Technology Preview SAP NetWeaver 04
SAP Web Application Server on Linux

Member
JB Otoole

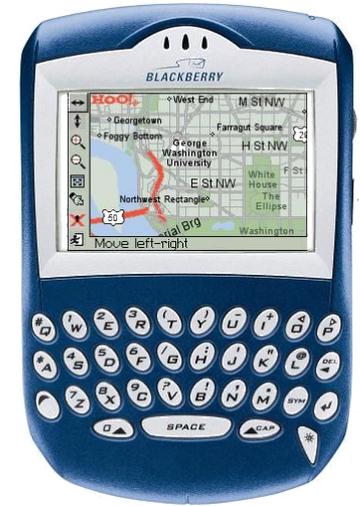
Welcome to the SAP Communities
Welcome to the SAP Communities
Welcome to the SAP Communities

SAP COMMUNITY NETWORK

SAP NetWeaver Trial and Preview Versions

SAP NetWeaver 04 is the most advanced of the technologies that have been developed for the next generation SAP. It is a cloud-based, multi-tier architecture, allowing you to choose the option most suited to your infrastructure and budget. It is designed to offer you a 30-day evaluation license that does not allow commercial use, and is available for download. You may access the terms of the evaluation license to download and use the SAP NetWeaver 04 SAP Community for SAP Partner Portal. For details, see the SAP NetWeaver 04 License File (link to Service Market Place).

	SAP NetWeaver Application Server	Developer Workbench - Trial (recommended minimum)	Full Java Edition-Trial	SAP NetWeaver 2004s 3rd Version
Name	Jan 11 2004	SAP NetWeaver 2004s SPS	SAP NetWeaver 04 SPS	SAP NetWeaver SPS
System Requirements	Min. 512M, recommended 2GB RAM, 1GB hard disk (20GB free space)	Min. 512M, recommended 2GB RAM, 1GB hard disk (20GB free space)	Min. 512M, recommended 2GB RAM, 1GB hard disk (20GB free space)	Min. 512M, recommended 2GB RAM, 1GB hard disk (20GB free space)
Download (file size)	Download (file size)	Download (file size)	Download (file size)	Download (file size)



KM Toys^D^Dools

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SRA International



iPhone

