

KM Toys^D^Dools

John Bordeaux, Ph.D.

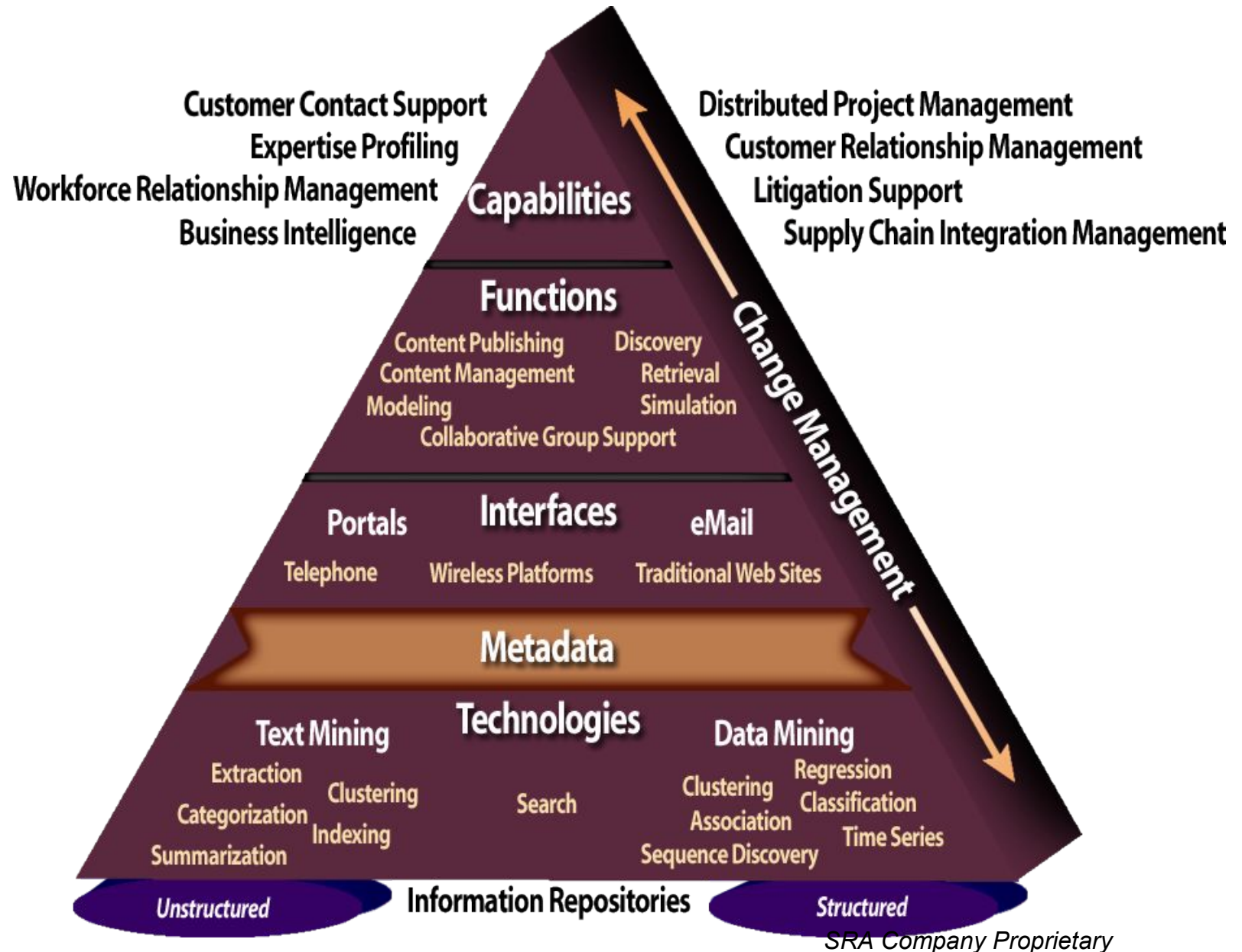
SRA International



iPhone



# The KM Technologies Food Chain



# Knowledge-Sharing Requires Shared Context

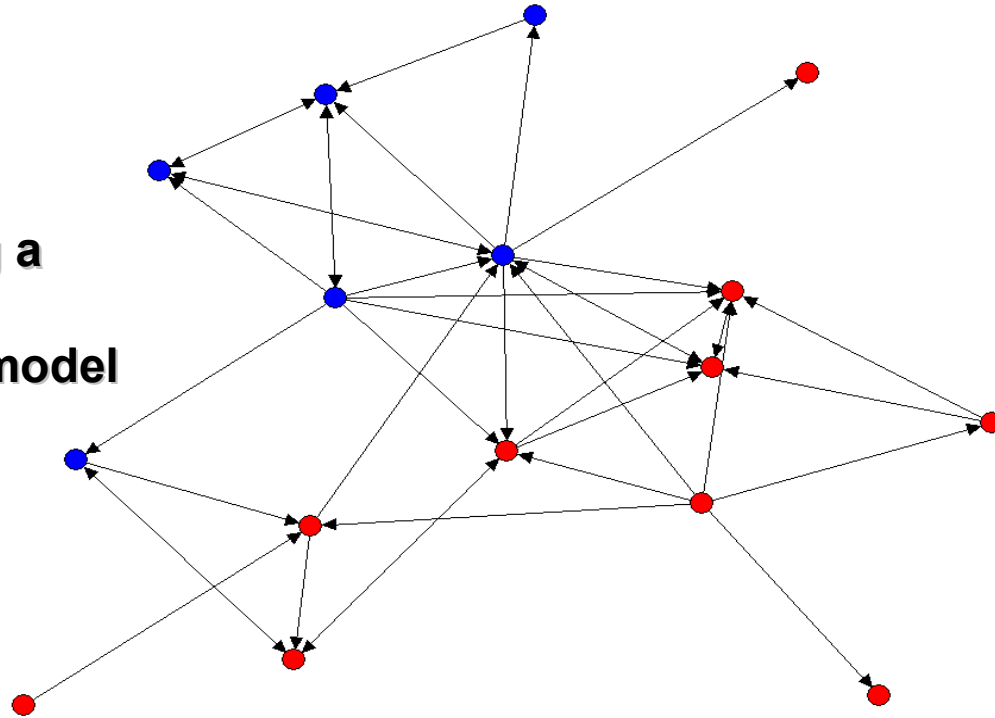
<b><u>Type</u></b>	<b><u>Characterization</u></b>	<b><u>Transfer Modes</u></b>
Explicit	Digitized artifacts	Informatics
Implicit	Processes, workflow	Community interaction; business rules in decision support systems
Tacit	Cannot be articulated; involves hidden processes of comprehension	Informal networks,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

# Developing Organizational and Individual Capabilities

	<b><i>Individual Use of Information and Knowledge</i></b>	<b><i>Organizational Flow of Information and Knowledge</i></b>
<b><i>Technology</i></b>	Search engines Email filters Intelligent agents Portals, etc.	E-mail Intranets and groupware Electronic bulletin boards Videoconferencing
<b><i>Skills and Behaviors</i></b>	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**

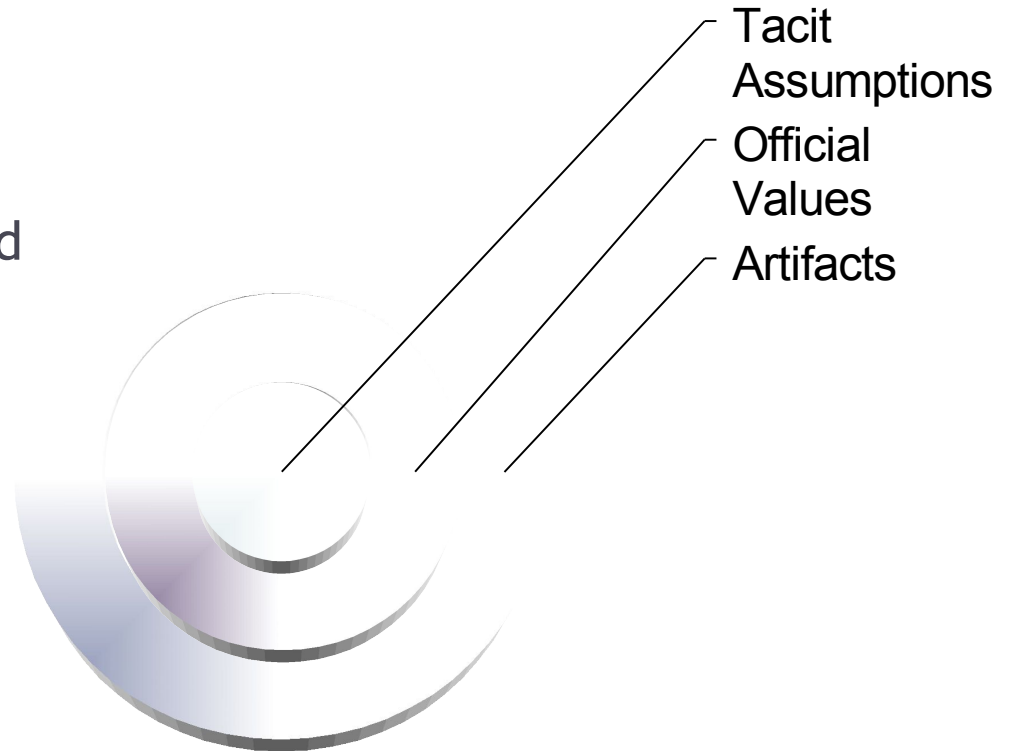
# Three Levels of Culture

## ▶ Artifacts

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

## ▶ "Official" values

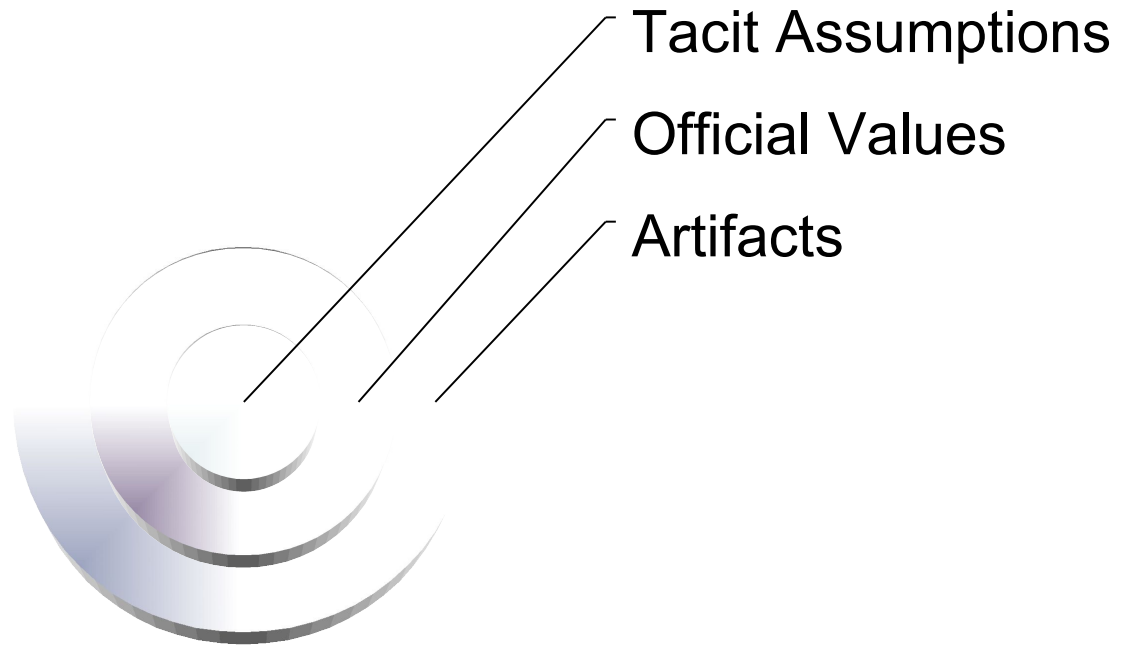
- ▶ Corporate vision statement
- ▶ Written policies
- ▶ Code of ethics



# 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 20<sup>th</sup> century**

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

**Find people**

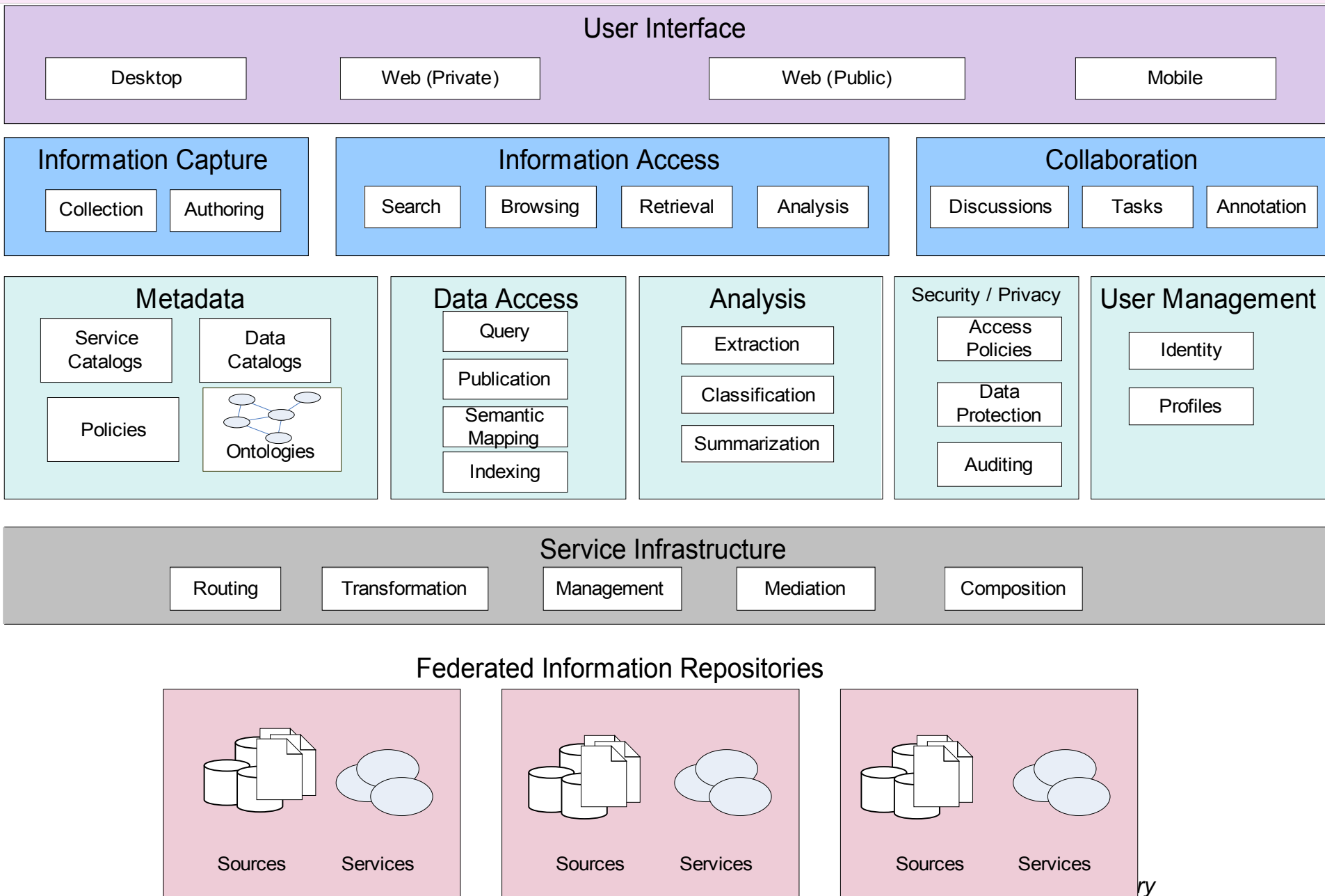
**Negotiate with them**

**Codify, exchange, translate**

**Culture and Exchange**



# If Federal Agencies Were an Enterprise...



# Ok, but...

Google Maps - Windows Internet Explorer

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

Google Maps

Web Images Video News Maps Gmail more

jbordeaux@gmail.com | Saved Locations | Help | Web History | My Account | Sign out

Google Maps

Search the map Find businesses Get directions

Search Results My Maps

My Maps - Create new map

Saved

**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, VA 22314
- [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 22033
- [Reston](#)

Map Traffic Satellite Hybrid

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Internet | Protected Mode: On 100%



# But, but...

Google Calendar - Windows Internet Explorer

http://www.google.com/calendar/render

Google Calendar

Mail Calendar Documents Photos Groups Web more jbordeaux@gmail.com | Add Calendar to your iGoogle Homepage | Settings | Help | Sign out

Google Calendar BETA

Create Event Quick Add

June 2007

My Calendars

- ☒ John Bordeaux
- ☒ Work Events

Other Calendars

- ☒ Janet Bordeaux
- ☒ Side Show

Manage calendars

Today Jun 24 - 30 2007

Print Day Week Month Next 5 Days Agenda

Sun 6/24 Mon 6/25 Tue 6/26 Wed 6/27 Thu 6/28 Fri 6/29 Sat 6/30

AFKN KM Conference

8:00am Hilma

9:30am BSO Staff meeting

11:30am Hair appt.

12:00pm IAD - BOS

1:00pm Attractions - Review Dance

8:00am PNSR

9:30am BOS - IAD

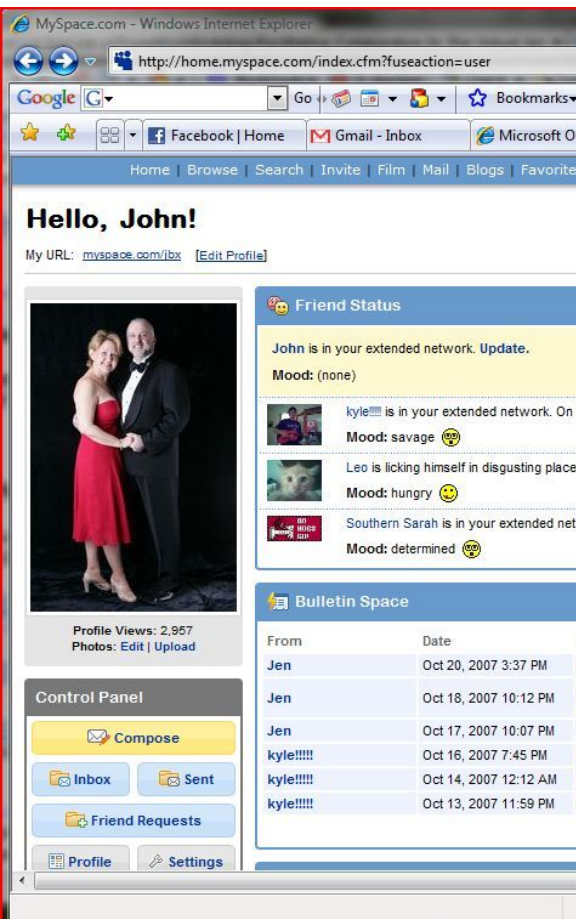
11:00am All - TBD (NEW REHEARSAL)

2:30pm Air Force and Concert

4:30pm Laura Moore chat

Done Internet | Protected Mode: On 100%

# But, but, but!!



# 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*

*Congressional Budget Office, "Characteristics and Pay of Federal Civilian Employees." Dec 2005*

# 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













# Real Time Weather Reporting





State  
Boundaries

Local  
Weather  
Text

Temperature  
Overlay

Weather  
on the  
Web



A set of navigation icons including arrows for movement and a magnifying glass for search.

A blue circular icon with a white speech bubble and the word "Talk" next to it.

A speaker icon with sound waves, indicating audio output.





















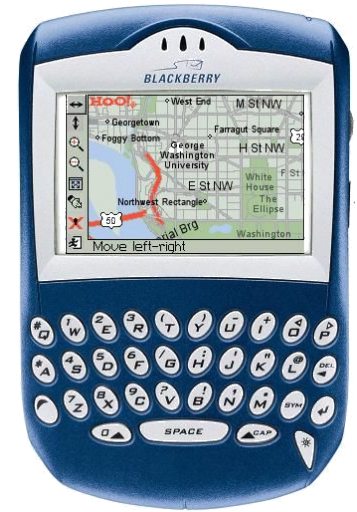
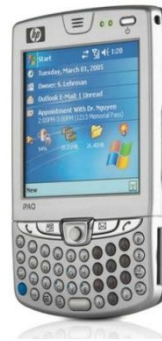


Download Technology Preview SAP NetWeaver 04  
SAP Web Application Server on Linux

Member  
JB Otoole

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

Navigation icons: back, forward, home, search, and a red X icon. A 'Talk' button with a microphone icon is also present.



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