

The SAP® Knowledge Warehouse

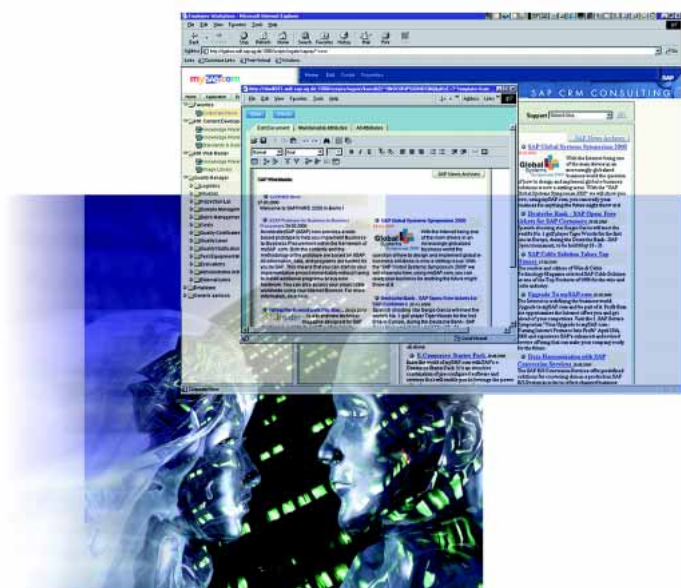
With the right technology, you can ensure that everyone in your company benefits from the knowledge individual employees possess. There are three key reasons why the SAP Knowledge Warehouse (KW) – the cornerstone of Knowledge Management with mySAP.com – is the right technology for you:

- It is integrated in the mySAP.com Workplace
- It links information and transactions
- It is equipped to manage your intranet content, your Web site, your training materials, and your documentation.

Knowledge – The Fourth Factor of Production

At the outset of the new millennium, knowledge has clearly established itself as the fourth factor of production, alongside labor, capital, and real estate. The role of knowledge workers has come to the fore, because it is their productivity and creativity that govern a company's capacity for innovation. Knowledge will certainly not supersede the other factors of production, but the factor mix is set to change. Companies now have no choice but to embrace knowledge as a factor of production. In other words, they cannot afford to let knowledge simply trickle through the enterprise, but must harness it where it is needed. Employees in the new millennium recognize that their knowledge is the most important asset to their company. Furthermore, they know that the only way to maximize their worth is by actively sharing their knowledge.

From an SAP perspective, knowledge management focuses on streamlining the process of connecting "those who know" with "those who need to know". But only employees themselves can judge how well a company comes to grips with knowledge management. The questions to consider are simple: Is it easy to get hold of relevant knowledge? Is it easy to share knowledge with others? SAP provides both the infrastructure and the content to ensure that the answer to both questions is 'yes'.



Knowledge Management with mySAP.com offers the tools you need to create, manage, and distribute knowledge content efficiently. Where required, SAP also delivers all the necessary documents (training materials, instructor guides, and documentation) for SAP-related knowledge transfer, and updates these materials regularly.

Integrated Knowledge

Managing knowledge successfully demands a sophisticated, interlinked solution. That's why SAP's knowledge management solution comprises components that are united by the mySAP.com Workplace. Depending on the type of organization and role of the individual employee, different systems work in together, but are accessed from a single interface – the Workplace. This smooth interaction between business processes and knowledge transfer processes ensures effective knowledge management and a real return on information. While the SAP Knowledge Warehouse takes care of knowledge transfer, mySAP.com handles alignment and integration with other components.

For your employees this integration means that they can utilize functionality and information without having to think about which particular system to access. And because the SAP Knowledge Warehouse is linked with other components, your managers will find it easier to track, quantify, calculate, and, if required, invoice the flow of knowledge.

The SAP Knowledge Warehouse – A Team Player

At the highest level, one can distinguish between three types of data in the business world: transactional, analytical, and unstructured. Thanks to the mySAP.com Workplace, you can access all three types from a single interface:

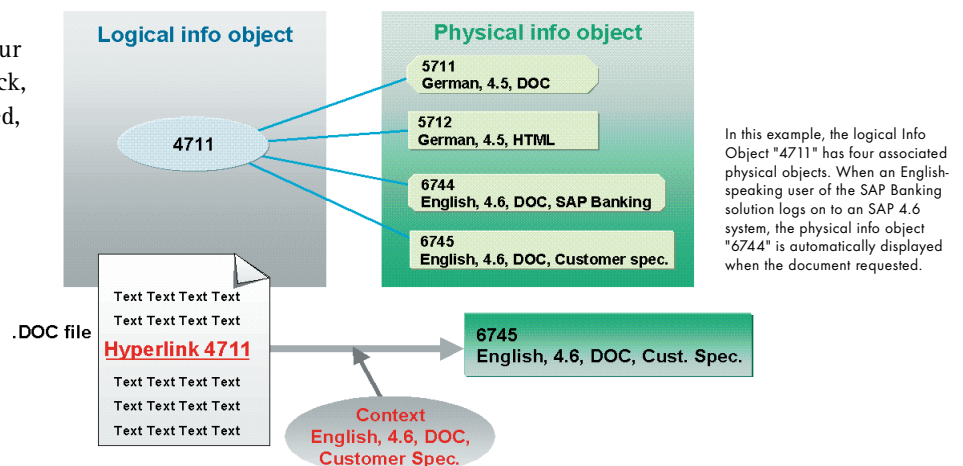
- The SAP Knowledge Warehouse manages unstructured, non-transactional data such as intra-net content, documentation, training materials, e-Learning content, and links to other mySAP.com components.
- mySAP.com Components such as Logistics (LO), Controlling (CO), Human Resources (HR) process transactional and relational data.
- The Business Information Warehouse (BW), the Advanced Planner and Optimizer (APO), and Strategic Enterprise Management (SEM) supply analytical and strategic data.
- E-business solutions such as SAP Business-to-Business Procurement (B2B) and links to other components drive business processes over the Internet.

As a standalone product, the SAP Knowledge Warehouse consists of a range of tools for modeling, creating, modifying, translating, distributing, and managing knowledge

content. Customers also have the option of receiving shipment of the latest SAP content (documentation, training materials, QM manual). This combination of tools and content enables a significant increase in the speed at which knowledge is transferred.

Role-Specific Information

Users access the SAP Knowledge Warehouse through an ordinary Web browser – ideally from the mySAP.com Workplace – where they can start the transactions that are assigned to their particular role. They can then branch straight from the transaction they are working in to the information relating to that transaction. The SAP Knowledge Warehouse refers to the user's role profile and personal user profile to filter out and display the appropriate information objects, the most straightforward filters being language and SAP release level. The system can also differentiate between various roles in order to provide system administrators, for instance, with background information about SAP and take other users to content that has been adapted to match their particular roles. The Knowledge Warehouse simply refers to the user profile and document context to decide which objects to display: No special programming



effort is required. Linking SAP transactions and information for specific roles is also a straightforward process. In addition to direct links to individual items of information, users can also carry out targeted searches of the entire Knowledge Warehouse content from the Workplace using all the filter options available in the different document contexts (language, release, role, and so on).

From Planning to Distribution

The SAP Knowledge Warehouse takes care of all the key knowledge management tasks – right through from planning a knowledge transfer concept to the stage where end users start accessing information:

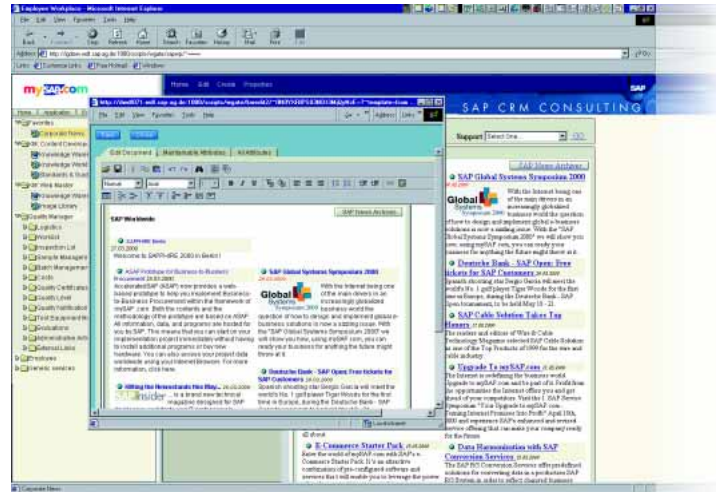
Modeling knowledge content

The Document Modeling Workbench in KW 5.0 lets you model your information landscape in detail. You benefit from:

- A selection of preconfigured models
- The option of creating your own document classes
- Presettings for attributes, value ranges, hierarchies, and relationships
- Integration in the SAP development environment

Managing knowledge content

Various physical information objects, such as different content, language and format versions of an object, are held together by logical information objects. The SAP Knowledge Warehouse decides which version to display when the user calls up the object. So, if a user calls up logical information object “4711”, the system refers to his or her user profile and the context of the information object to decide whether “4711” is displayed in German for Release 4.5 in HTML format or – as in the example shown – in English for Release 4.6 in DOC



format with customer-specific modifications. The server architecture of the SAP Knowledge Warehouse is based on a central SAP system that determines the relationship between physical and logical objects and therefore also the document context, user profiles, and other meta data. When an end user clicks a link to call up an object, the SAP system supplies the unique URL of a physical information object that matches the document context and user profile. If the object is stored on the local cache server, it is transferred directly from that location to the user. If not, the cache server requests the appropriate file from one of the content servers.

Creating and editing content

You can place any kind of document in the SAP Knowledge Warehouse (HTML, XML, PDF, DOC, PPT, AVI, VCM, and so on) and use popular PC applications such as Microsoft Word, Microsoft PowerPoint, and Visio to create and edit your content. KW 5.0 also offers an open interface that lets you link up any editor application to the Knowledge Warehouse. The KW supports you by providing:

- Web check-in and authoring directly in your Web browser
- Modifiable design of the main frameset

- Drag & drop structuring and linking
- Links to discussion forums
- Check-in / check-out functions for issuing objects to external agencies and creating offline formats
- A Connection to Workflow for correcting and approving documents
- An integrated authorization concept
- Linking of Knowledge content to business objects
- Transport functions between development and live systems
- Options for setting automatic format conversions (DOC to HTML; PPT to GIF, and so on)
- Modularization of certain formats (such as PPT) for better re-usability

Supporting translation

Any information object can be stored in a number of language versions with a single logical object ID. You also benefit from:

- A straightforward translation process in original applications
- Language version management
- Automatic generation of work lists for translators
- An interface to the Trados “Translator’s Workbench”
- SAP’s terminology database

Training and assessment

SAP has also improved the functionality for the development and management of training materials even further:

- Re-usable, modular material lets you rapidly develop training courses
- Version management supports country-, plant-, and role-specific training
- With the Performance Assessment Workbench in KW 5.0, you can create self-tests, assessments and certifications online
- The links between KW, the Performance Assessment Workbench, and SAP HR mean that you can track your employees' training status and progression.

Access

In addition to simply browsing Through the Knowledge Warehouse, users can also access all information in the KW through the following channels:

- Various clients: browser, mySAP.com Workplace, Knowledge Workbench, WinGUI
- Attribute-based searches
- Full-text searches
- The "Verity Search Module", which is supplied with the SAP Knowledge Warehouse

Jump-Start with SAP Content

Apart from using the SAP Knowledge Warehouse to create and manage your own, company-specific content, you can also elect to have the SAP Knowledge Warehouse delivered complete with the latest SAP materials. This means that you can begin training your project team and end users right away and start work on the user documentation that you require. The KW currently contains:

Training material (optional)

- 280 standard training courses (including industry-specific courses)
- Role-Based Education courses
- Trainer guidelines
- e-Learning units

All courses are available in several languages and release versions.

Documentation

(shipped as standard)

- SAP Library (= extended help, application help)
- SAP glossary
- SAP terminology

These elements are also available in several languages and release versions.

Quality management

(shipped as standard in KW 5.0)

- The SAP Quality Manual, which complies with DIN EN ISO 9000

Whether you're at the implementation stage or already in production operation, leveraging the content of the SAP Knowledge Warehouse ensures that your employees receive all the information they require. Right across the user spectrum – from project team members to endusers – deploying the SAP Knowledge Warehouse speeds up learning processes and, therefore, accelerates business processes.

For more information about Knowledge Management with mySAP.com please refer to the White Paper Introducing Knowledge Management with mySAP.com or visit us at:

<http://www.sap.com/km>
<http://sapnet.sap.com/km>

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