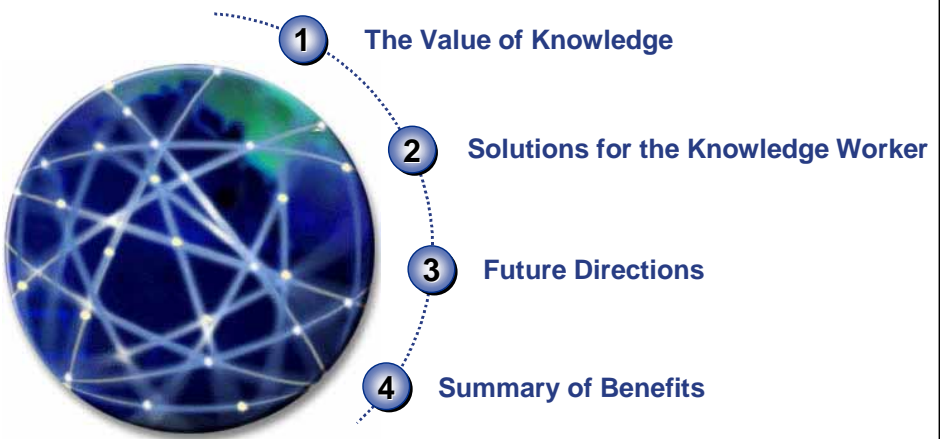


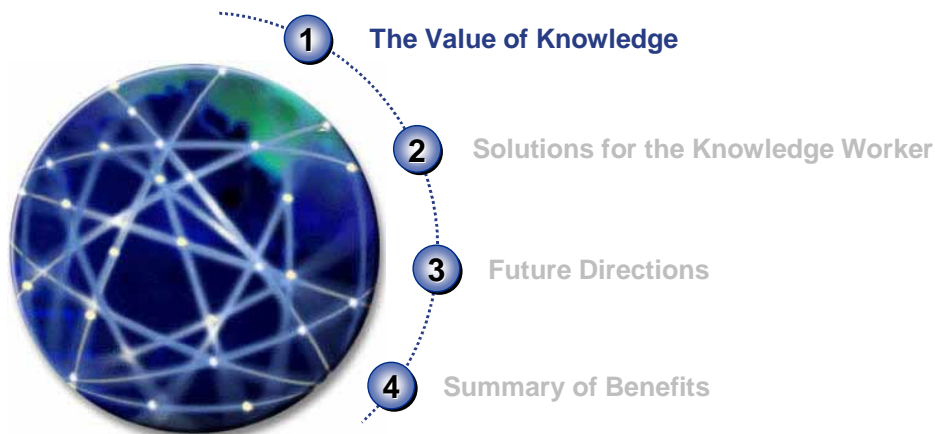
Solutions for the Knowledge Worker

Jürgen Kreuziger
SAP AG



Topics





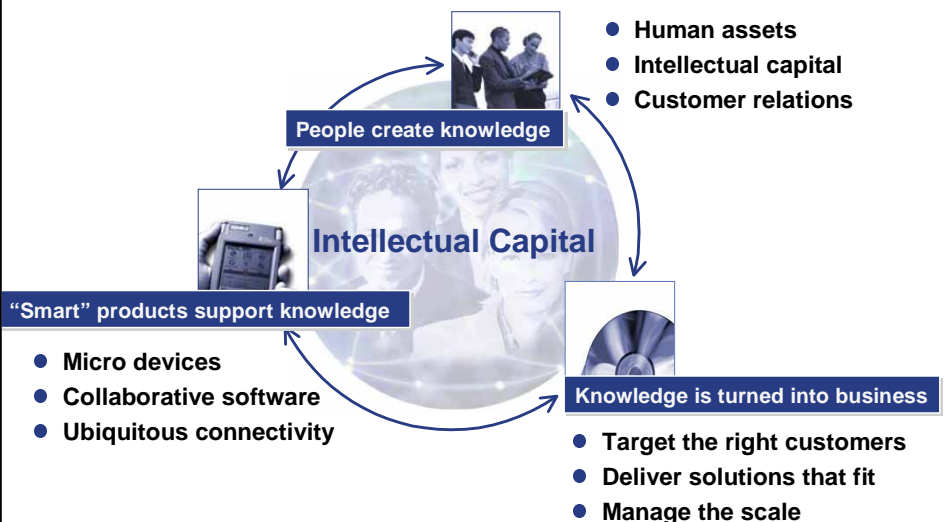
Perils of Working in a Knowledge-Based Economy

- **Your employees have lots of crucial information**
 - on their password-protected local hard drives
 - or which they share only during coffee break
 - or they make internal information available on public Web sites
- **Your company has a wealth of information**
 - on 600 file and Web servers that nobody knows about
 - about products that are two years old and no longer available
- **Your most knowledgeable employees have better jobs now**
 - with other companies
- **Your customers and partners know a lot about your strategies**
 - that they tell your employees about
 - who are surprised once again

Knowledge has become the most important factor of production. He who uses and continuously broadens his knowledge, will become rich and powerful. No longer are oil fields and industrial plants the decisive factor for a company's success, but rather specialized knowledge, experience and creativity.

FAZ, 6.3.1999

The New Economy is a Knowledge Economy





Who is a Knowledge Worker?

All of them ... and more!



Robert
(your CFO)

- Fiscal figures
- Management reports
- External research
- KPIs
- Comparative info



Linda
(your sales person)

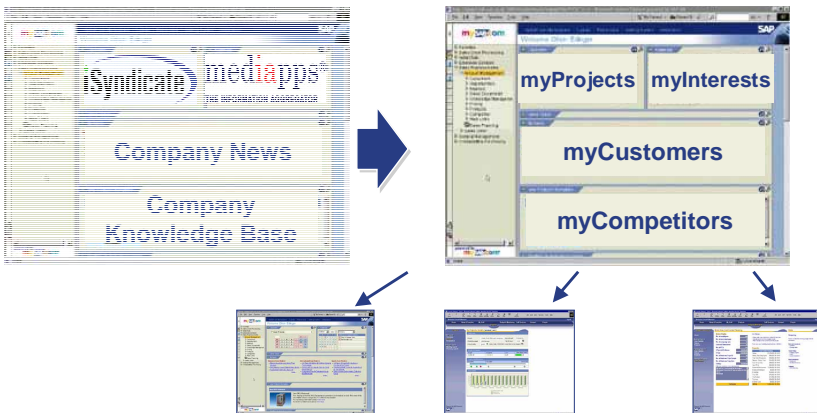
- Customer news
- Contacts
- Product info
- Competitor info
- Market trends
- Sales figures



Frank
(your web master)

- Internal content
- External content
- Structure info
- Process info
- Site statistics
- Push info to users

- Preconfigured, out of the box
- Relevant, only what you need
- Role-based, specific to what you do
- Personalized, as you like it



myProjects

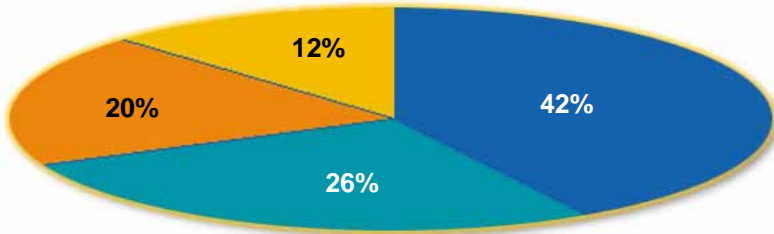
- People
- Information
- Tasks

myInterests

- People
- Collaboration
- Information

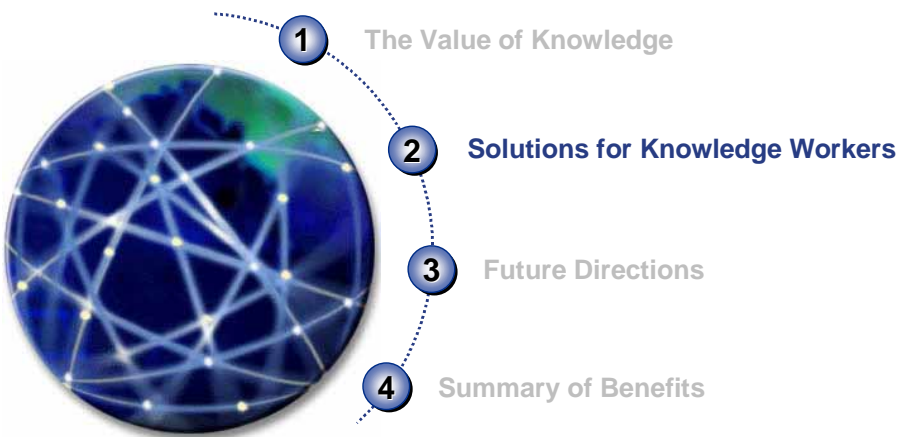
myCustomers

- People
- Orders, problems
- Processes

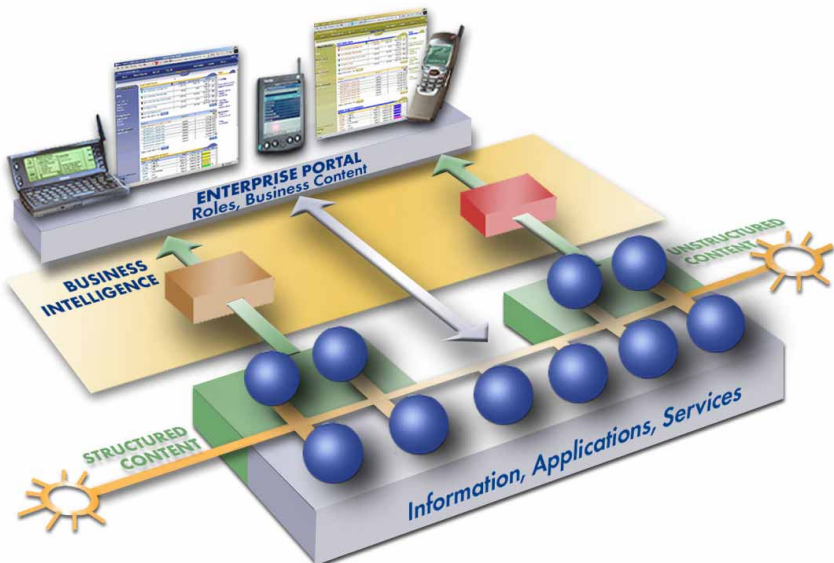


- Employees
- Paper documents
- Electronic documents
- Electronic knowledge bases

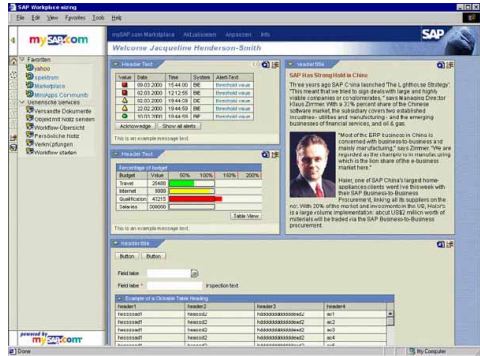
Source: Delphi-Group, Knowledge Management Report, Teleos, May 1998



- Get relevant information automatically
- Find additional information
- Find people
- Evaluate information
- Make accurate decisions and put them into action
- Contribute information informally
- Publish information
- Collaborate with others
- Learn



- Single sign-on to internal and external sources
- Launch pad provides point & click interface to tasks and information
- Drag & relate functionality creates user-specific relationships
- Channel bar simplifies navigation, makes possible parallel content access, stores hot links
- Personalization further improves each person's efficiency



Get Information Automatically

- User-specific homepage
 - Role-based access to applications, services
 - Role-based access to external/company news
- MiniApps provide info such as:
 - E-mail and calendar
 - Task, status, and document alerts
 - Reports, alerts
 - Key performance indicators
- Subscription (object, area, interest)
 - Results shown in MiniApps
 - Results sent as mail
 - Results sent as SMS message

External Sources

AP Top Headlines

- [Fires Roaring Across Rockies](#)
- [Actor Sir Alec Guinness Dies at 86](#)
- [Verizon Workers Strike, Talks Go On](#)
- [Bush, Cheney Wrap Up Train Tour](#)
- [Gore Narrows VP List to Four Names](#)

Internal Sources

SAP News

SAP Worldwide

Press Digest 18.08.2000

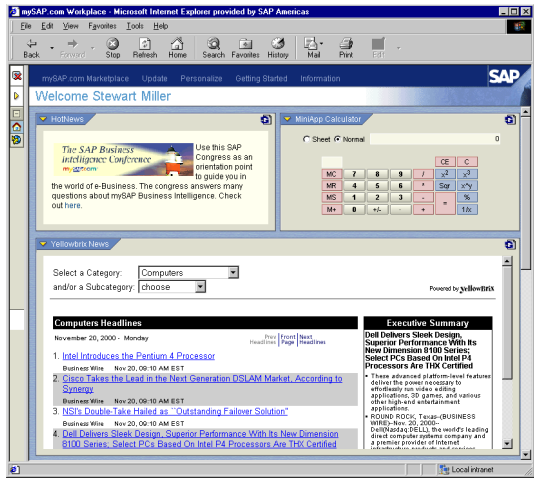
Why Pandemic didn't pan out - "Love" returns - IBM,

Alert MiniApp Example

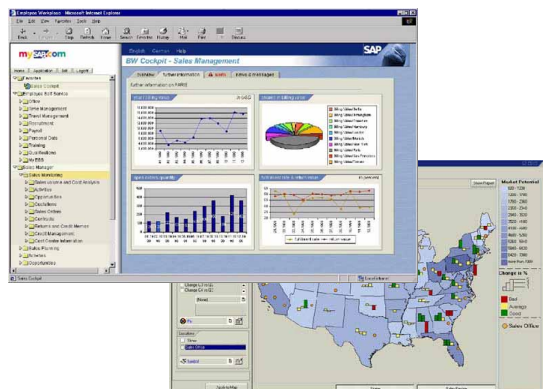
Value	Date	Time	System	Alert-Text
09.03.2000	15:44:00	09.03.2000	09:50:10	threshold value
02.03.2000	12:12:55	02.03.2000	09:50:10	threshold value
02.03.2000	09:50:10	02.03.2000	19:44:59	threshold value
02.03.2000	19:44:59	02.03.2000	19:44:59	threshold value
22.02.2000	19:44:59	02.03.2000	19:44:59	threshold value
10.03.2000	19:44:59	02.03.2000	19:44:59	threshold value

Last refresh at 11:43 on 24-03-2000

- **mySAP Workplace**
 - Open for any kind of syndicated content
- **Integrate external content**
 - Partnership with content providers
 - Content syndicated by professionals
 - Available instantly
- **Business models**
 - Free content
 - Subscription-based



- **Access, analyze, and share business information and other content in a meaningful context**
- **Use charts, maps, alerts, and tables with interactive screen controls and links to other business-related services, such as documents or images**



Find Additional Information



- Full-text search
- Attribute-based search
- Similar document search ("see also")
- Language-specific search
- Area-specific search
- Search refinement

SAP Internet Knowledge Server - Search - Microsoft Internet Explorer provided by SAP America

Full-text search

Search for:

Language: Select area:

Attributes:

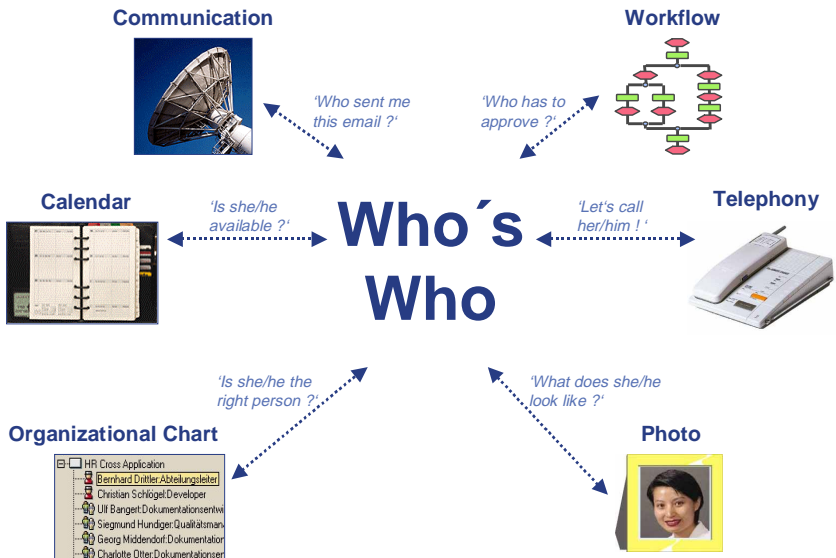
Created by:

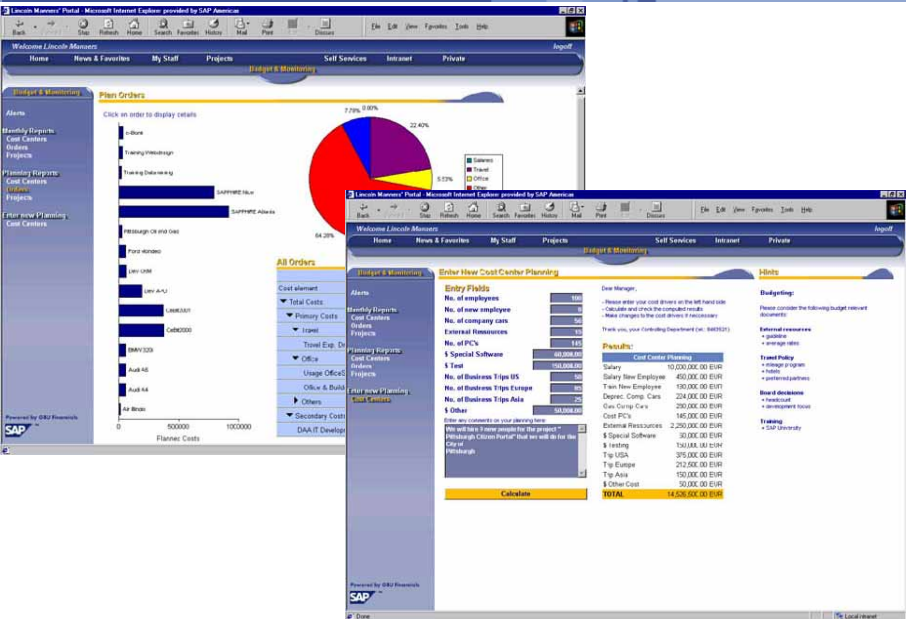
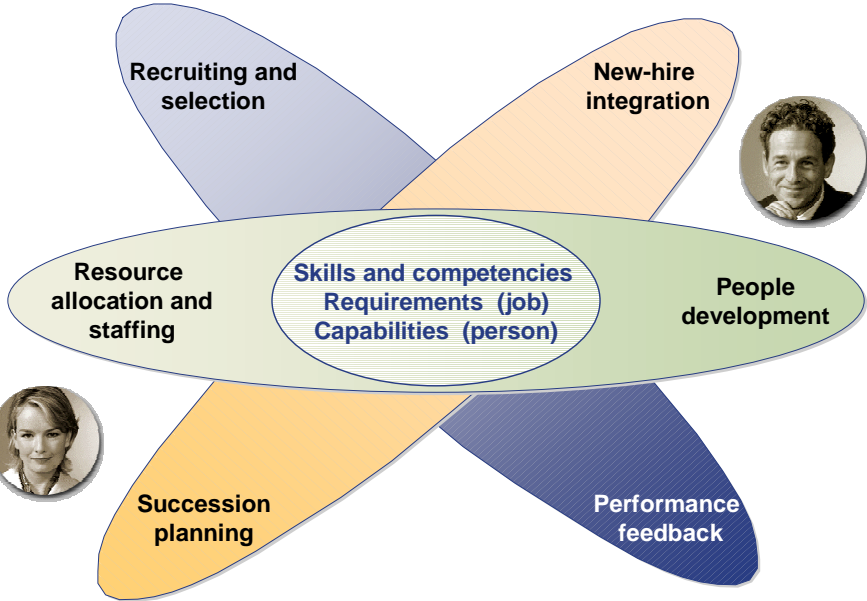
Key words:

Search results (1 - 10) for: press release

See Also	Title	Ranking
<input type="checkbox"/>	SBS Becomes mySAP.com Global Hosting Partner	79.70%
<input type="checkbox"/>	Rothm and Haas Leverages mySAP.com	77.40%
<input type="checkbox"/>	SAP and DIOG Announce Development Partnership	77.40%
<input type="checkbox"/>	SAP and Siemens Demonstrate Intelligent Business Routing	77.40%
<input type="checkbox"/>	SAPMarkets Announces Certified Marketplace Hosting Partners	77.40%
<input type="checkbox"/>	SAP AG Joins PetroCore in Strategic Alliance	77.40%
<input type="checkbox"/>	OSRAM SYLVANIA Enterprise Portal Powered by mySAP.com	77.40%
<input type="checkbox"/>	ForestExpress Selects Commerce One and SAPMarkets	77.40%
<input type="checkbox"/>	mySAP.com Sales to Small and Medium-Sized Businesses Double	77.40%
<input type="checkbox"/>	Engen Petroleum Goes Live With mySAP CRM	77.40%

Find People

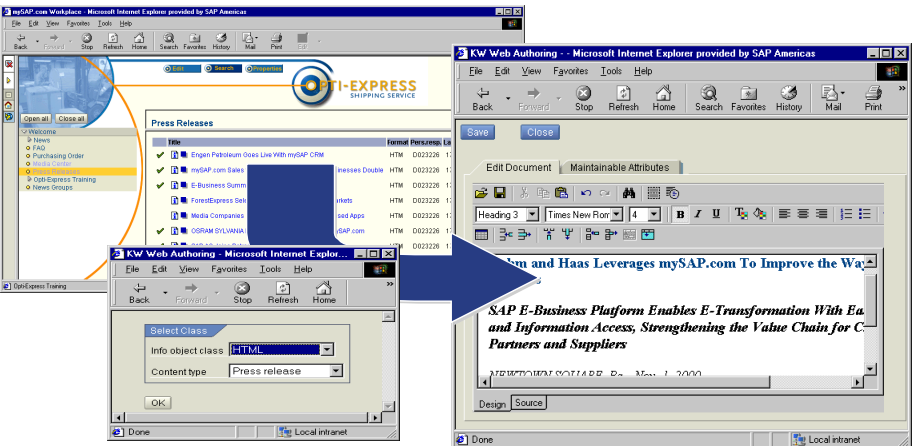
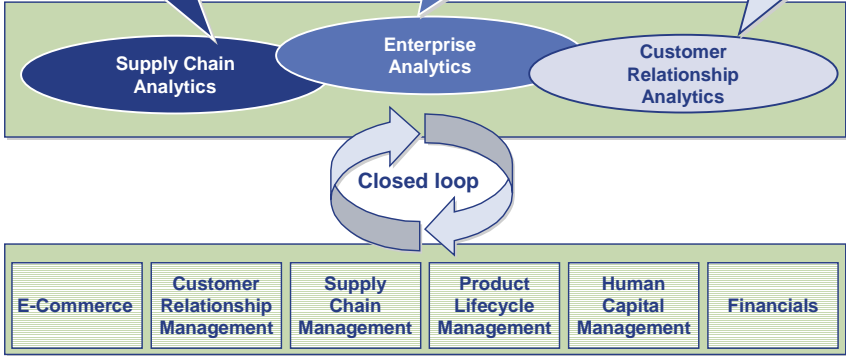




- Supplier and catalog analysis
- Procurement process optimization
- Inventory analysis
- Manufacturing analysis
- Planning accuracy analysis

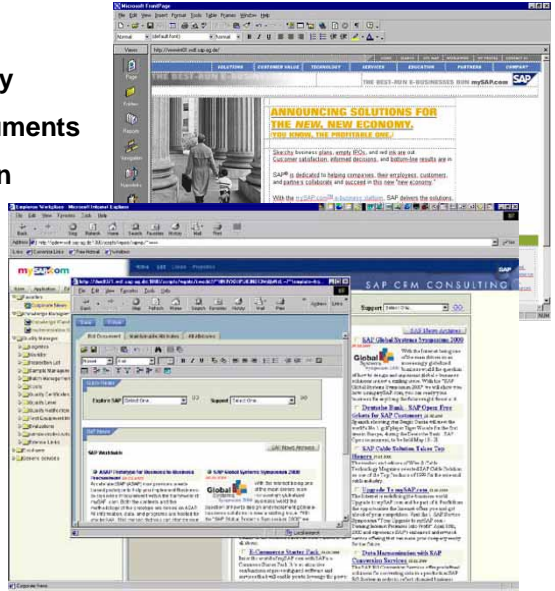
- Cost planning and analysis
- Human capital analysis
- Marketplace traffic analysis
- E-site analysis
- Investment analysis

- E-Business analysis
- Campaign optimization
- Product portfolio analysis
- Market exploration
- Customer portfolio analysis



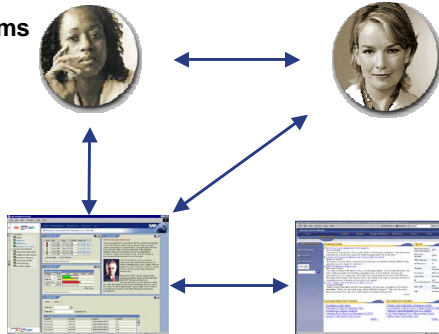
- Easy interface for making contributions
- Template-based

- Browser-based authoring
- Templates for consistency
- Check-in of existing documents
- Metadata for classification
- Check-out/editing
- Version control
- Workflow
- Authorizations



User-to-user collaboration

- Mail, phone, video conference, Chat
- Team/project rooms
- Discussion forums
- Workflow



Application-enabled collaboration

- Collaborative authoring
- Collaborative engineering
- Collaborative demand planning

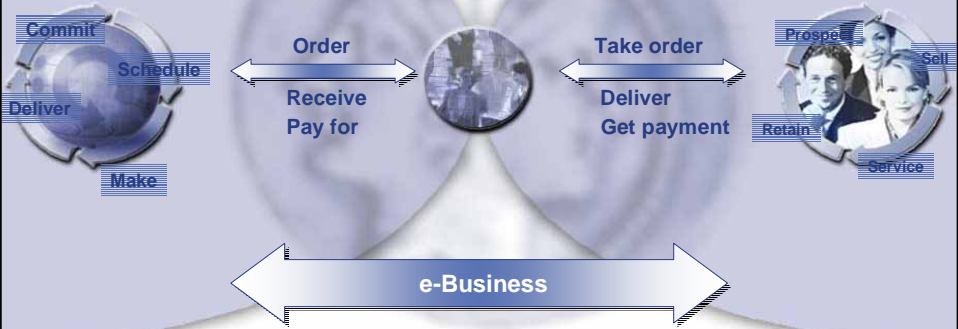
Application integration

- Invoices, orders, etc.
- Business data exchange

Supplier

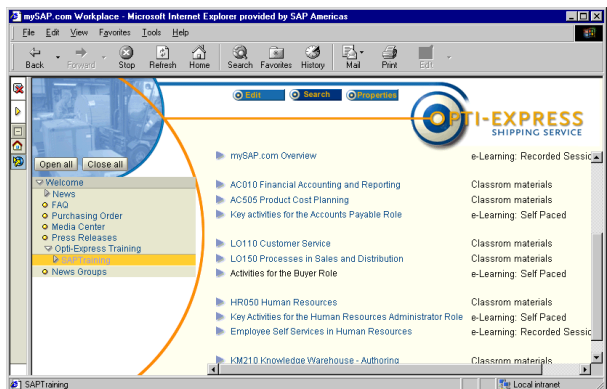
Customer

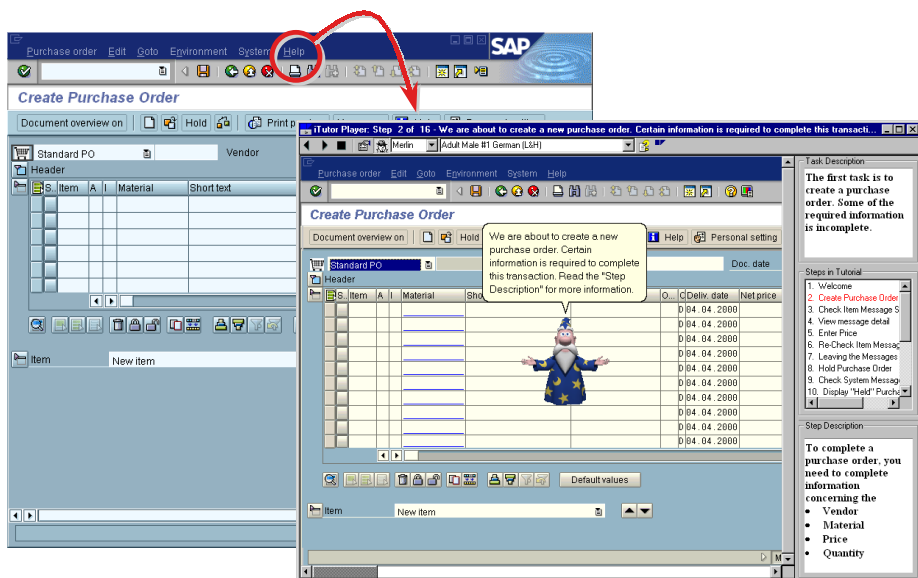
Your company



Learn

- Customizable access to internal and external learning offerings
- iTutor: Simulation tool for creating end-user training
- Performance Assessment Workbench: Tools for creating, delivering, and evaluating self tests and certification tests

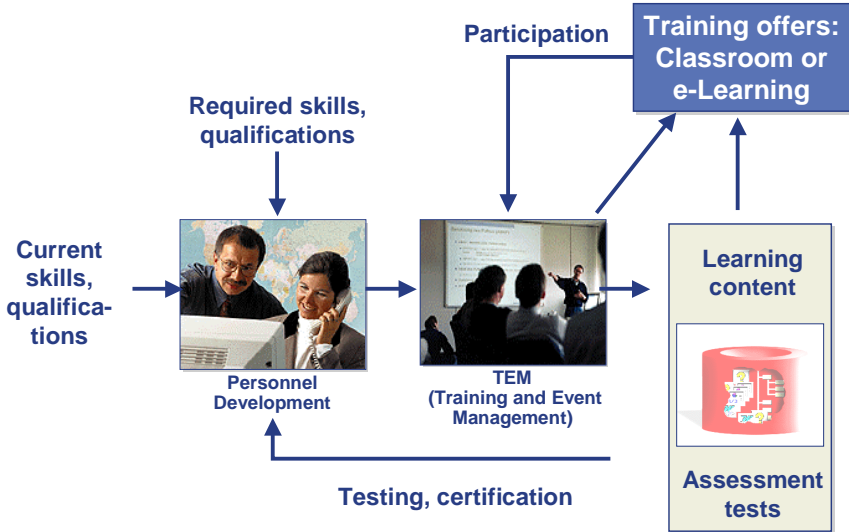




Evaluate your Knowledge

The collage consists of four screenshots from the SAP Learning Edge platform:

- Top Left:** A quiz titled "SOURCE DETERMINATION". It asks "Which of the following are true about Quota Arrangements?". The correct answers are: "The quota rating calculation uses the quota, the base quantity and the quota allocated quantity.", "Quota arrangements only apply to external procurement.", and "Blocked vendors are ignored in the Quota arrangement vendor proposal.".
- Top Right:** A quiz titled "Graphics". It asks "Which of the icons in the graphic is used to cancel a transaction?". The correct answer is "ICON B". A small graphic shows four icons: a green checkmark (ICON A), a red X (ICON B), a yellow warning triangle (ICON C), and a blue question mark (ICON D).
- Bottom Left:** A "Feedback" form. It contains a table for rating the course. The table has columns for "ISG:", "Your Score", "Maximum Score", and "Score in percent". The rows are "ISG: 1" and "Performance 1". The scores are: ISG: 1 (5/5), Performance 1 (5/5).
- Bottom Right:** A section titled "USING INTERNET SERVICE REQUESTS". It contains a question: "Do you need special SAP knowledge to use the ISR for documenting and dispatching requests or procedures?". The correct answer is "No. The ISR is an Internet Service that can be used by all employees in a company."



What Does a Knowledge Worker Need?

- Get relevant information automatically
- Find additional information
- Find people
- Evaluate information
- Make accurate decisions and put them into action
- Contribute information informally
- Publish information
- Collaborate with others
- Learn

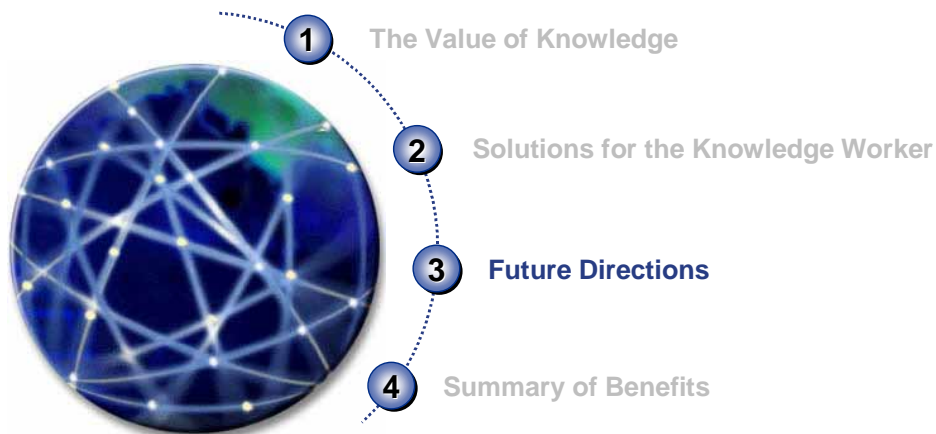
mySAP
Business Intelligence

mySAP.com®

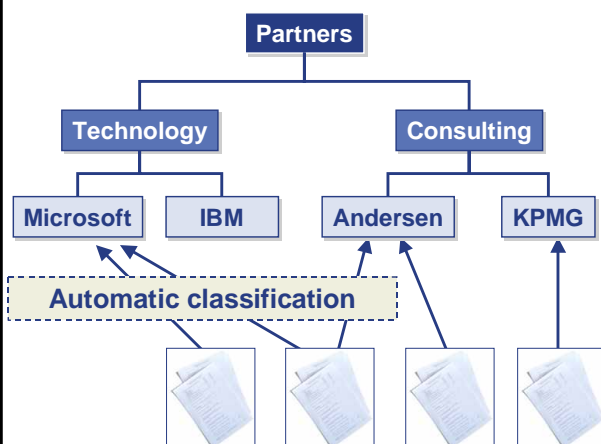
mySAP
Workplace



Managing the fourth production factor: Knowledge



How Does it Know what I Need to Know?



- Manually sort into a taxonomy
- Automatically classified according to content
- Push to subscriber of an area of interest

Propose Appropriate Structure

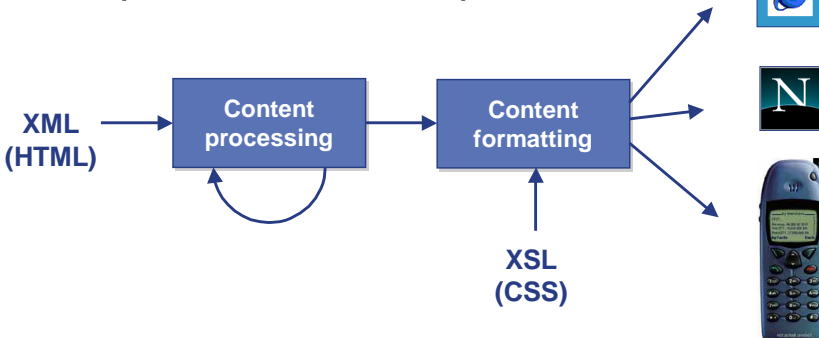
The screenshot shows a web browser window titled 'Internet Explorer provided by SAP AG'. The address bar shows 'sap-ag.de:8080/s2/ems/portaldemo2/default.html'. The main content area displays a 'Check-In' form for a document. The form includes fields for 'Folder' (set to 'Entertainment'), 'Name' (set to 'Harry Potter Special'), and 'URL' (set to 'http://www.the-times.co.uk/online'). A 'Description' field is also present. Below the form, a table titled 'Proposed Folders' shows a list of folders and their corresponding rankings.

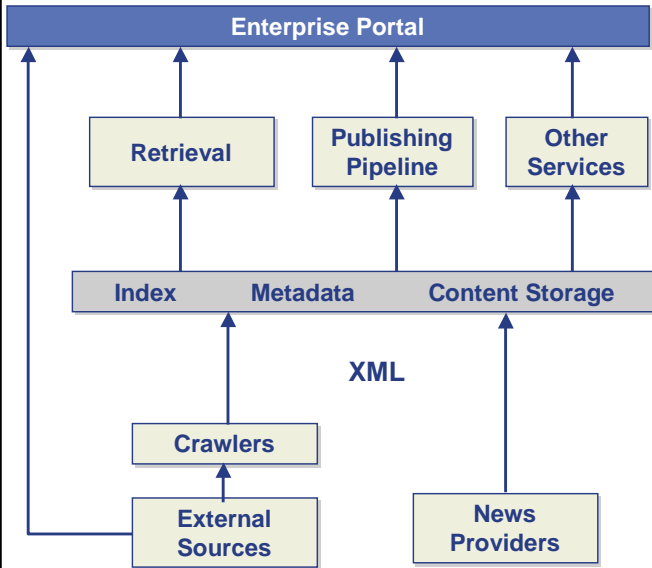
Folder	Ranking
Books	108
Movies	63
TV	28
Golf	20
Politics	14
Performing Arts	11
Children	10
Food	10
Women	10

A blue arrow labeled 'Check-In' points from the left side of the browser window to the 'Check-In' form.

Separate Content from Layout

- Publishing pipeline
- Process XML/HTML documents
- Define layout with XSL/CSS style sheets
- XML-based forms
- Examples: Press releases, meal plan, event news





Storage

- Index data only
- Metadata
- Local content copy

Sources

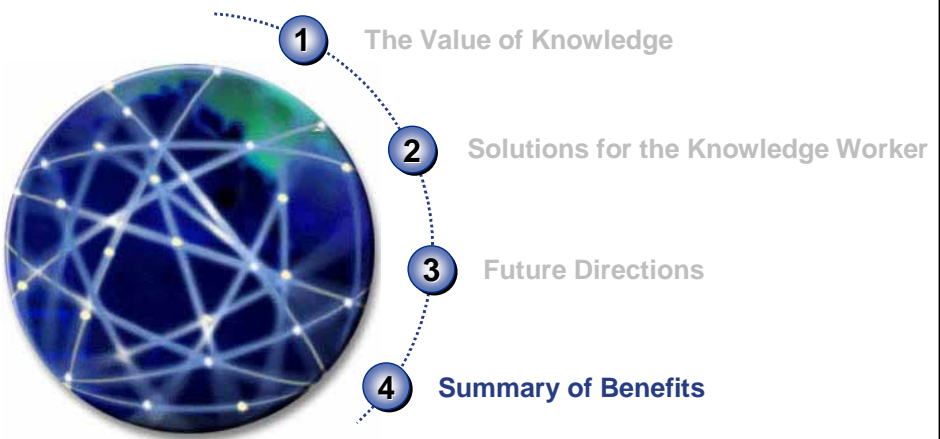
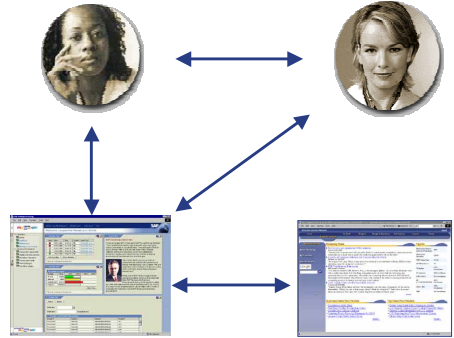
- File systems
- Web sites
- Lotus Notes
- WebDAV Servers
- XML feeds

- Integrate structured and unstructured information
- Connect explicit and tacit knowledge
- Example: Find experts based on 280,000 documents and table entries in development systems

Personnel Development

Expert	Ranking
Arthur Miller	100%
Linda Smith	90%
Dogbert	83%

- **Project / Team Rooms**
- **Feedback for Specific Users**
 - Feedback (to author)
 - Rating (to author)
- **Feedback for Everyone**
 - Public Feedback
 - Public Rating
 - Discussion Groups
 - Chat
- **Collaborative Authoring**



Speed up business processes



- Manage information overload
- Target information to users
- Put information in context to support decision-making
- Provide access to work-related and personal knowledge
- Combine knowledge from internal and external sources

Maximize potential of corporate knowledge

- Increase cooperation between employees
- Improve communication with coworkers and external partners
- Create time to focus on creative aspects of tasks



- Monitor and control the organization
- Gain competitive advantages
- Uncover new market opportunities
- Reduce cycle times by reapplying existing knowledge
- Decrease overall cost of information by lowering cost of delivery

Increase effectiveness

Copyright

- No part of this presentation may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.
- Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.
- Microsoft®, WINDOWS®, NT®, EXCEL®, Word® and SQL Server® are registered trademarks of Microsoft Corporation.
- IBM®, DB2®, OS/2®, DB2/6000®, Parallel Sysplex®, MVS/ESA®, RS/6000®, AIX®, S/390®, AS/400®, OS/390®, and OS/400® are registered trademarks of IBM Corporation.
- ORACLE® is a registered trademark of ORACLE Corporation, California, USA.
- INFORMIX®-OnLine for SAP is a registered trademark of Informix Software Incorporated.
- UNIX®, X/Open®, OSF/1®, and Motif® are registered trademarks of The Open Group.
- HTML, DHTML, XML, XHTML are trademarks or registered trademarks of W3C®, World Wide Web Consortium, Laboratory for Computer Science NE43-358, Massachusetts Institute of Technology, 545 Technology Square, Cambridge, MA 02139.
- JAVA® is a registered trademark of Sun Microsystems, Inc., 901 San Antonio Road, Palo Alto, CA 94303 USA.
- JAVASCRIPT® is a registered trademark of Sun Microsystems, Inc., used under license for technology invented and implemented by Netscape.
- SAP, SAP Logo, mySAP.com, mySAP.com Marketplace, mySAP.com Workplace, mySAP.com Business Scenarios, mySAP.com Application Hosting, WebFlow, R/2, R/3, RIVA, ABAP, SAP Business Workflow, SAP EarlyWatch, SAP ArchiveLink, BAPI, SAPHIRE, Management Cockpit, SEM, are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other products mentioned are trademarks or registered trademarks of their respective companies.