HUMANWARE ENTERPRISE KNOWLEDGE MANAGEMENT

Old Shanghai (c. 1990)

Shanghai today

In which country was this aircraft engine designed?

1. U.S.

2. India

3. China

4. Mexico

5. Germany

ARE YOU READY?

Knowledge is the answer

War generation
- Born < 1945
- Shaped by: World War II, Great Depression, etc.

Baby boomers
- Born 1945 - 64
- Shaped by: Cold and Vietnam wars, declining trust in government

Generation X
- Born 1965 - 80
- Shaped by: Internet, diversity, unemployment, and parental divorce rates

Generation Y
- Born 1980 - 95
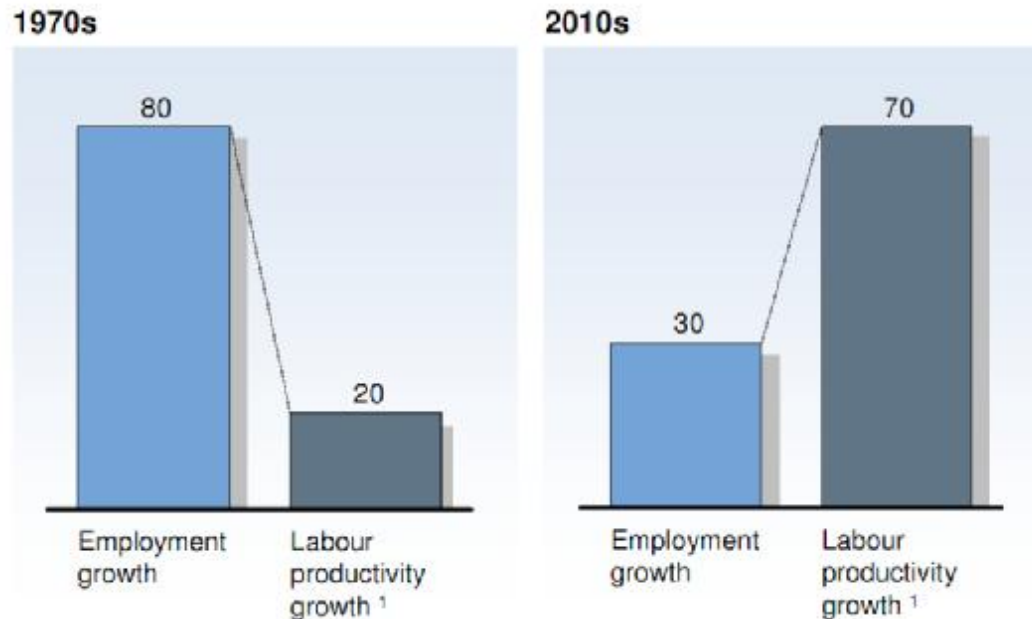- Shaped by: information overflow, overzealous parents, globalization

- Approaches career in chapters of 2 - 3 years each – demands employability, not employment

- Expects quick individual development and early rewards

- Extremely low barriers to separation combined with high confidence

- Sees flexibility as a prerequisite, will make trade-offs for better lifestyle

- Demands freedom and control, particularly regarding own career

- Wants job to be meaningful and to have positive effect on society

A step-change in productivity is required

Forces in western countries

- Productivity gap
- Challenging demographics
- Demand for knowledge & talents greater than on commodities

1970s

80	
	20
Employment growth	Labour productivity growth [1]

2010s

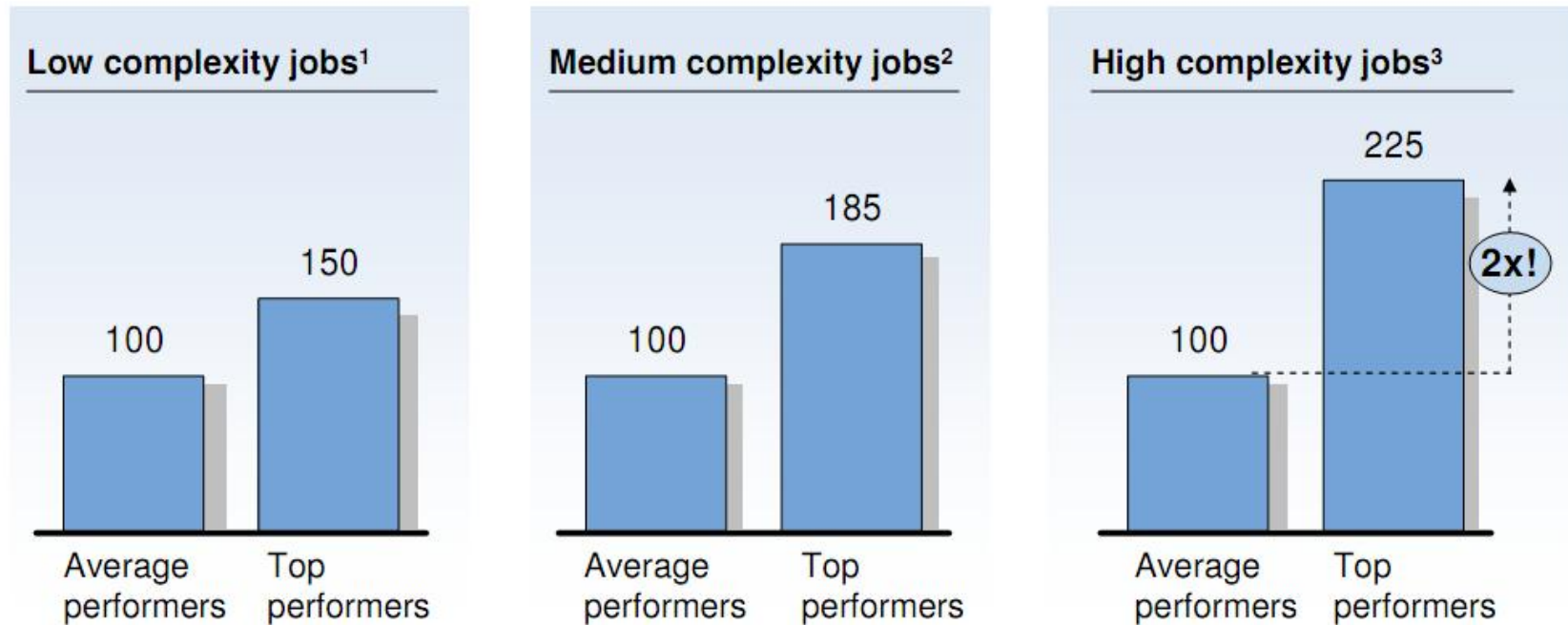|	
	70
30	
Employment growth	Labour productivity growth [1]

SOURCE: Global Insight; Bureau of Labor Statistics; Bureau of Economic Analysis

Knowledge & Talents challenges

Relative productivity of average and top performers
Percent

Low complexity jobs[1]

150

100

Average performers | Top performers

Medium complexity jobs[2]

185

100

Average performers | Top performers

High complexity jobs[3]

225

100

2x!

Average performers | Top performers

1 Fast-food restaurant front-line workers
2 Production workers in a high-tech factory
3 Investment Banking Associates

humanware-kt.com

Knowledge Technologies Department

Our Approach

HumanWare is an italian consulting firm focused on Business Process Reengineering and Human Resources management & education systems.

The Knowledge Technologies department is focused on developing and extending technologies and standards to provide integrated methods and services about Acquiring Knowledge, Modeling Knowledge, Reusing Knowledge, Retrieving Knowledge, Publishing Knowledge & Maintaining Knowledge Bases.

Possessing knowledge is a clear advantage in today's economy but, like any other asset, if it is inaccessible or unintelligible it becomes unuseable and unprofitable. It is a commonly held belief that we live in a world where there has been an explosion of data, information and knowledge. But knowledge is only of value when it can be used effectively and efficiently.

The management of knowledge is increasingly being recognised as a key element in extracting its value. We need to understand how best to take knowledge through a series of stages from its creation to its use providing a range of services aimed at maximising the potential of an organization's data by means of:

- Content Management Systems
- Document Management Systems
- Learning Management Systems
- Business Intelligence Systems
- GroupWare
- Web Agents

Links

HumanWare - Knowledge Center

Knowledge Center Architecture - 800 KB (.PDF)

Working Papers - International Newsletter

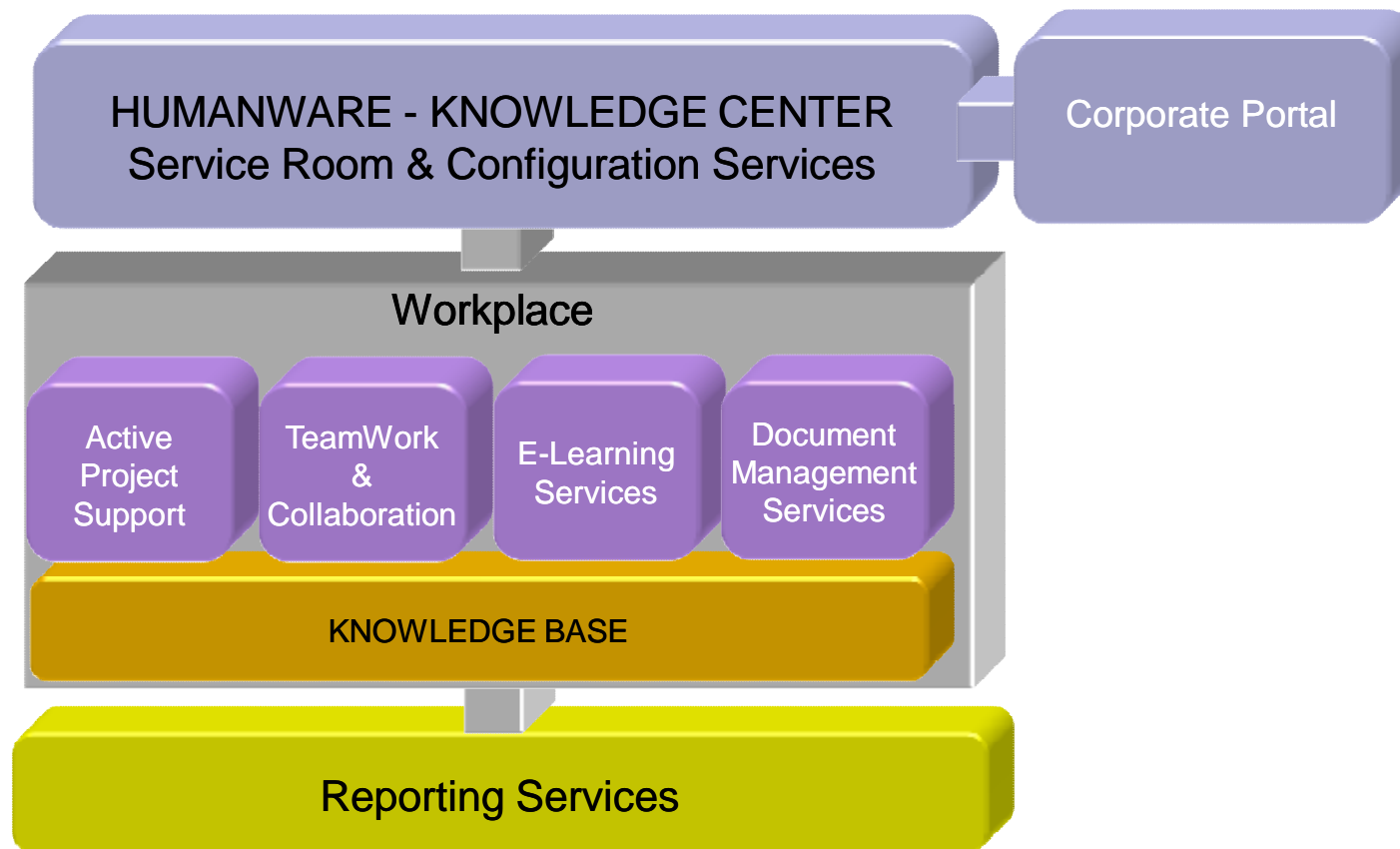Website

HUMANWARE KNOWLEDGE CENTER

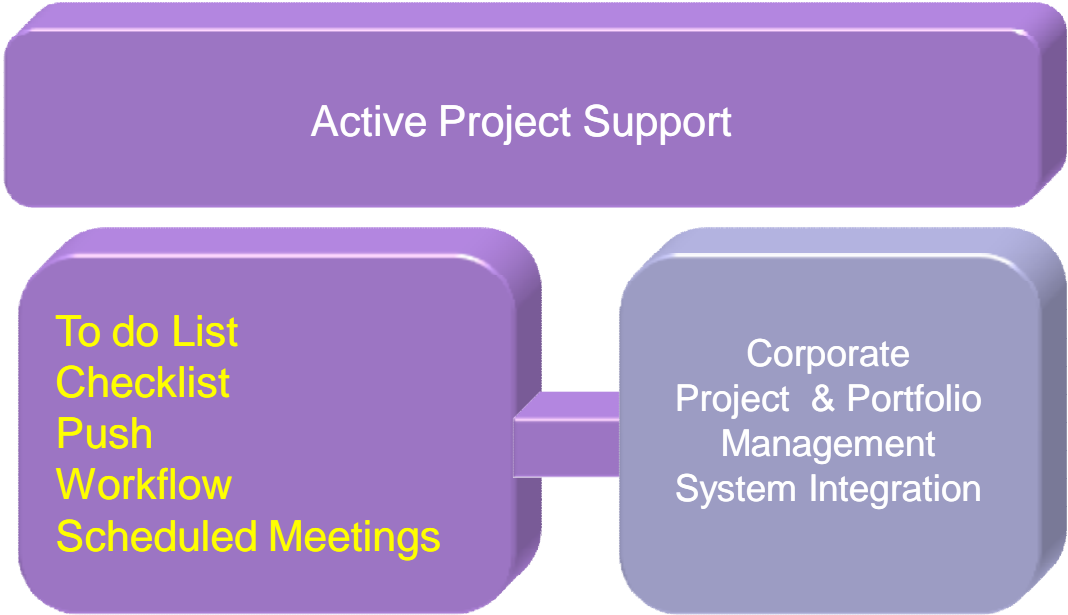Concept

Knowledge Center Architecture

Service Room

Service Room & Configuration Services

Personal Workplace
User Manager
News Push
Scheduled activities
Profile matches

Personal Directory
Personal Favorites
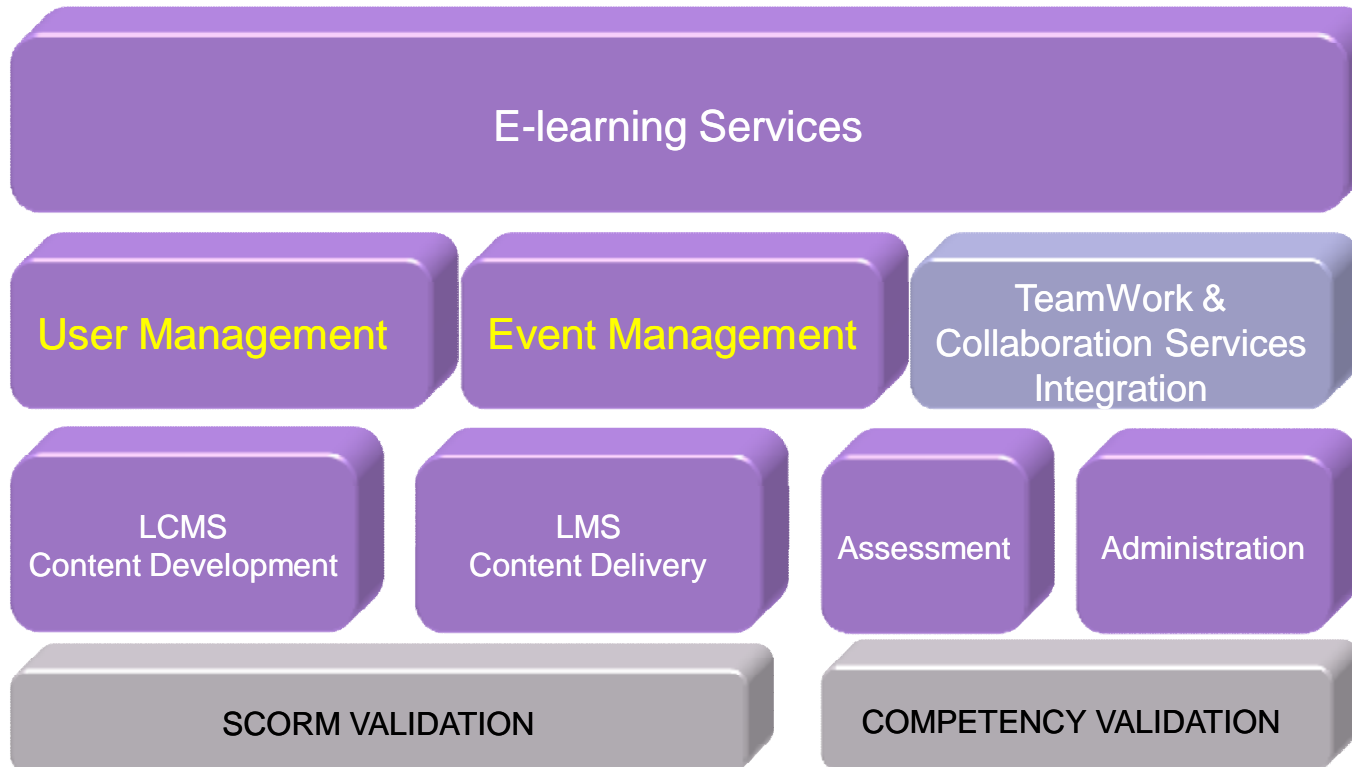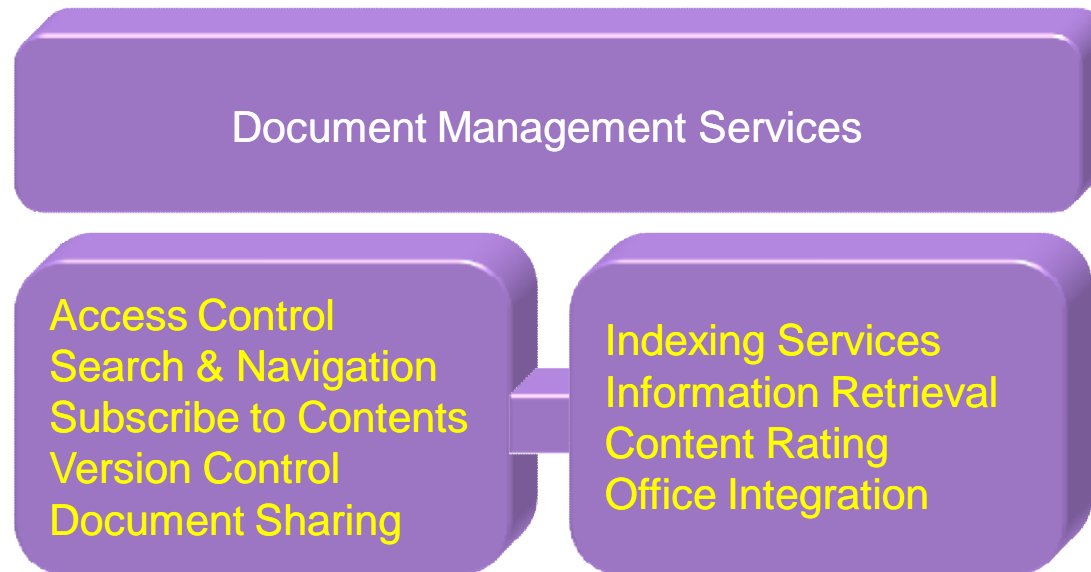Save Queries
History
Hotlist

Active Project Support

Active Project Support

To do List
Checklist
Push
Workflow
Scheduled Meetings

Corporate
Project & Portfolio
Management
System Integration

Team Work & Collaboration

TeamWork & Collaboration Services

Video Conferencing
Audio Conferencing
Discussion Groups
Chat Rooms

Find Experts
Message Boards
Web mail integration
Meeting Planner

E-Learning Services

Document Management Services

Document Management Services

Access Control
Search & Navigation
Subscribe to Contents
Version Control
Document Sharing

Indexing Services
Information Retrieval
Content Rating
Office Integration

human
ware

Per Informazioni

HumanWare s.a.s.
Via Tino Buazzelli, 51 - 00137 Roma
Tel: +39 06 823861
Web: www.humanware.it
Mail: humanware@humanware.it