



3rd Review of KnowNet - ESPRIT Project 28928

INDIVIDUAL KM: Mail-Analyser

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FHBB's contribution : Summary London 11/99

- Need

- ➔ OKM needs to *experiment* with IKM

- Goal

- ➔ development of professional staff's skills for OKM

- *Thinking* about this: *KnowPort*

- ➔ Individual KM = Organisational KM

- *Acting* for this: *Mail-Analyser (MailTack)*

- ➔ knowledge work uniquely visible & transparent

MailTack's Objectives

- ESPRIT call:

 - support individuals in developing their learning capabilities

- Mail-Analyser tool:

 - support individuals in becoming more efficient and effective in "knowledge work" = working with Organisational KM

 - support organisations in gaining new insights on how IKM can contribute to the success of OKM

- Unique Selling Proposition:

 - unique visibility and transparency of knowledge work

Support Knowledge Work

- Central issue when *managing*:
 - figuring out what the individual ALREADY knows
 - ➔ Individual Knowledge Assessment (IKA)
- Salient properties when *doing*:
 - communication with other professionals
 - ability and willingness to share knowledge
 - ➔ Persistent Business Discussions

The Mail-Analyser Solution

- Build an individual *discussion knowledge base*
 - makes discussion items permanent
 - evolving, individual resource ("individual memory")
- Capture discussion items in a *knowledge schema*
 - specify elements & connections
- Visualize discussion knowledge
 - navigate and exploit the knowledge base graphically

Mail-Analyser Tool: Refinement of MailTack (WP 5)

- Integration

- Start button in Know-Net Navigator
- Access directly E-mail messages (MAPI)
- Access directly *.txt files

- Ease of Use

- concentration of tasks into one application
- concentration of windows into one container (MDI)
- less 'clicks', more flexibility

Mail-Analyser Tool: MDI with Tiled Windows

The screenshot displays the MailTack [Constellations] application interface, which is a tiled MDI environment. The main window is divided into several panes:

- New Messages:** A table listing incoming messages with columns for Read, Received, From, and Subject. The selected message is from Marco Bettoni, dated 14.10.99, with the subject "KnowNet: How to use MailTack at users".
- Constellations:** A conceptual map with a central node "MailTack" connected to several other nodes: "Individual KM", "Electronic Discussions", "MailTack Goals", "MailTack functionality", "MailTack main ap", "Is MailTack understood?", and "Is MailTack Useful?".
- All Categories:** A list of categories including Constraints, Developer Companies, DFKI, egocentric skill development, Electronic Discussions, ESPRIT, FHBB, Gooch Webster, ICCS, Individual KM, individual memory, INSEAD, Is MailTack needed?, Is MailTack understood?, Is MailTack Useful?, IT for Learning and Training in Industry, KNAS, Knowledge Management, KnowNet, Mail KB, MailTack, and MailTack Benefits.
- Message Content:** A pane showing the text of the selected message, starting with "Dear All," and discussing the objectives of the ESPRIT project and the primary goal of LEARNING.

The application has a menu bar (File, Search, View, Constellations, Categorizations, Streams, System, Windows, Help) and a toolbar with icons for I, Fm, +S, S&C, +C, C&C, Th, and Ca.

Mail-Analyser Tool: MDI with Windows Cascade

The screenshot shows the MailTack [Constellations] application in a cascaded MDI window. The main window displays a network diagram with nodes connected by lines. The nodes are labeled as follows:

- Individual KM
- Electronic Discussions
- MailTack
- MailTack Goals
- MailTack functionality
- Is MailTack understood?

A smaller inset window titled 'Constellations' shows a detailed view of the network structure, with a central node and many smaller nodes connected to it. The main window also has a toolbar with buttons for Log On, Log Off, Fetch, Address Book, Reply, and Compose. A table of messages is visible, with the following columns: Read, Received, From, Subject.

Read	Received	From	Subject
	15.10.99	michael.wolf@ubs.com	RE: Re: KnowNet. How to use MailTack at users sites

The application title bar reads 'MailTack [Constellations]' and the menu bar includes 'File', 'Search', 'View', 'Constellations', 'Categorizations', 'Streams', 'System', 'Windows', and 'Help'. The toolbar contains icons for 'I', 'Fm', '+S', 'S&C', '+C', 'C&C', 'Th', and 'Ca'. The left pane shows a list of categories, including 'Constraints', 'Developer Co', 'DFKI', 'e-Discussion', 'egocentric sk', 'Electronic Dis', 'ESPRIT', 'FHBB', 'Gooch Webs', 'ICCS', 'Individual KM', 'individual mer', 'INSEAD', 'Is MailTack n', 'Is MailTack u', 'Is MailTack U', 'IT for Learning', 'KNAS', 'Knowledge M', 'KnowNet', 'Mail KB', 'MailTack', 'MailTack Ber', 'MailTack fun', 'MailTack Go', 'MailTack imp', 'MailTack Inte', 'MailTack mai', 'MailTack tech', and 'Objectives'. The status bar at the bottom shows the Start button, Explorer, Posteingang - Outlook Exp..., Microsoft Word - D5-FHBB..., MailTack - Microsoft Visual..., and MailTack [Constellati...]. The system clock shows 11:54.

Know-Net Exploitation at FHBB

- 1. Experiment with Know-Net method & tool
 - FHBB-Intranet communication project (August 2000)
 - Lotus Notes or Open Source ?
 - Pilot KM project (CZM)
- 2. Commercial version of Mail-Analyser
 - Support from new director (August 2000)
 - FHBB spin-off (meeting Mai 18, 2000)
 - KTI funding (Swiss Government)