

Kneaver Project

A General Perspective
from User side.

Kneaver Corp

Market – Need - Mission

- Knowledge, Knowledge assets and Knowledge Management are current concerns.
- Average companies are hesitant to start such an initiative because they are not able to forecast the ROI.
- ROI will be increased if the cost of building the KB is decreased and the possibility to leverage the KB is increased.

This is our goal.

Assumptions - Rules

- Knowledge is information with context.
- Knowledge can be linked to cause and justifications.
- Universal Knowledge as present in Wikipedia is different.
- We are interested to manage a subset of it , focused on the organization need,at the level of expertise of the Organization, as condensed as possible to be easy to manage.
- Organization's knowledge can be unsure, just guesses.

Keep Mind in User

- Knowledge resides in Human minds. It can be taught to Humans but cannot be stored.
- So there is a difference between real knowledge managed by humans and knowledge stored on computers. This difference is underlying in every discussions.
- What we want to manage is something as near as possible to what Human can express about their knowledge. We will insist on Links, transfer functions and maps.

Keep User in Mind

- Entering Knowledge is a big effort.
 - Everything should be done to make it easier, faster, less cumbersome.
 - Avoid repeated steps, superfluous clicks and mouse moves. Go straight, be cooperative.
- The goal is to transfer so leverage gimmicks to make it easy and fun.
 - Color, icons
 - Maps, Graphics
 - Short Lists
 - Flash cards

Knowledge

- As knowledge is growing it requires some maintenance and enhancement like a garden. Our tools will provide way to measure Knowledge extend and it's relevance to Organization Operations.



Type of knowledge's

Knowledge can be

- Explicit.
- Tacit.
- Articulate.

Meta-process

- Meta-process are the natural extensibility capacity of Kneaver. It is a sequence of actions and questions.
- We go back to the conversational type of user interaction. Like a discussion between the computer and the user.
- Process can be controlled by the user. It is possible for example to roll-back or replay some sections. It is possible to branch to another process, stop, or skip.
- Meta process runs are stored in objects.
- Meta-process are used for assessments and inductors.

Knowledge creation

- We mean creation in Kneaver.
- You create items in Kneaver from your notes or your blog or existing items.
- As a wiki you can link to existing items or to be created items.
- You can split items, consolidate them.
- You can annotate items, start discussions, synthesize discussions.
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Knowledge Enhancement

- You can review items and their links.
- Links actually behave like items themselves.
- You can change visibility of items and links using ACL and scope management.
- You can change their class like saying that the link between two items actually a causal link or a generalization link.
- You can say that an item correspond to a standard, a person, a technology.
- You can assign style, colors, icons.
- You can assign level of certainty.

Inductors

At any time if you need some help you can call inductors. They are meta-process attached to class of items which will search for information or prompt you for information.

- You entered an item « Securities »
- What about other names ?
- What about looking on Wikipedia and linking to its definition. Here is the page, do you like it ?
- What about looking from reference sites on Google. I will refine the search by scouting the pages for you to bring on top the pages with existing links to your knowledge.
- You are talking about a person. What about searching his blog, is he in Linked-In ?

Knowledge Exploration

- Behind the idea of Distance, Boundary, Relevance and Common is the idea that Knowledge can be explored to produce maps such as:
- Knowledge to learn. What is relevant to your competency map and at the boundaries of your knowledge.
- Knowledge leaks. What are the unexplored part of your organization's knowledge.
- Innovation. Did you try to combines theses two branch of your knowledge ?

Active Knowledge

- The knowledge network present on the computer will support several operations like automatic annotating and linking, relevance measure, automatic classification.
- This will make it even more worth it to build a good KB. These features can be applied to RSS feeds for technical ward, reading any web page with contextual help.
- All features are also available as API and can be integrated in custom applications.

KM system and Users

- Users will be identified on the system and the KB will have a different aspect for them depending on their level of acquaintance of the Knowledge, their permissions and their individual Knowledge.

Kneaver and Memorization

- Kneaver will support some learning system.
- We recognize the importance of stories as a way to memorize related ideas and to convince learners. Ability to link stories and Knowledge Skeleton will be present.
- Short list is another tool.
- Ability to build PowerPoint like presentations directly.
- Graphic and Icon system, integrated helps to build icon representations and markers (“signalétique”).

Size of Knowledge

- To stay manageable Knowledge must stay small and concise. Kneaver is not made to store database informations. A ability to link easily to DB information will be provided to make easy for users to maintain this separation.
- As expertise of users grow their skyline will become more vast. Shortly said this means that more items will be inline and transfer functions will help to connect directly nodes instead of tiresome succession of links.

Common Knowledge - Boundary

- We mean by common knowledge, knowledge existing in system but so common to the user that it should not appear anymore. This is user dependant and is based on his choices and capture on behavior.
- We mean by knowledge boundary the region of the user knowledge graph where some nodes resides outside user knowledge. Typically knowledge to learn resides at its boundary.

Key Functions

We mean here internal functions carrying a lot new technology. They don't correspond exactly to user features.

- Text statistical break down in glossary terms.
- Text chains distance to Knowledge graphs.
- Knowledge aggregation from Knowledge graphs.
- Map building
- Presentation layer.
- Transfer function on nodes.
- Meta-process

Key Features

- Knowledge editing, Linking, Mapping
- Build learning curricula and follow-up
- Wiki style support – Build-in Blog.
- User control up to item level with user experience at item level.
- Multi-database support including separate user personal knowledge.
- Inductors, search
- Analyze texts
- Glossary builder
- Yellow Pages
- Discussions

Integration

- It will be possible to integrate Kneaver to existing CMS like SharePoint Portal, Notes ...
- In this case the CMS will be used for the back end database, user management, and all textual information.
- Kneaver will keep its cache engine and presentation layer.
- Presentation will be output via CMS API for a tight integration.

What more ..

- Any idea of what is necessary from the beginning ?
- Many more high level features are envisioned but it is too early. They are not strictly useful now.

What we won't do

- Tacit knowledge requires the ability to store video, sounds, documents. We will not support that. This means that we will requires some partnership or integration.
- All DB job is made by an off the shelf product. Same for http.