Discovering the value of Knowledge Portal

Knowledge portal - To provide value to organizations through practical applications

Adolphus Minu
DMA Solutions Ltd.
Agenda

- Knowledge Portal Drivers
- Success Story - Drainage Services Department
- Q & A
Definition

Knowledge Management Portal:

- provides a platform to store information and knowledge into multiple place, exploit it and share it like you never have.

- helps organization to organically grow their knowledge base.

"In a typical organization, some 75% of internal knowledge is trapped in one's email and desktop computers. Good information should be everywhere and nowhere near."
Knowledge Portal Drivers

- Building up content
- Web 2.0 advancements
- Mashups
- Organization Collaboration
- Organization Learning
Quickly Populate your Portal

- WebSphere Portal V6.1 includes numerous out-of-the-box features
  - Document Management System integration
  - Site Creation Wizard
  - Really Simple Syndication (RSS) Feeds
  - Bookmarks and Links
  - Google Gadgets
  - Web Clipping
  - Static Web Pages
  - Web Application Integrator
  - Portal Catalog (~1500 portlets)
  - Web Services for Remote Portlets (WSRP)
Web 2.0 in WebSphere Portal

- Key to an Exceptional User Experience, but also enables easier Portal Construction and Administration
- Portal REST Services
  - Access portal services quickly, easily and powerfully via an URL
- AJAX Services
  - Client Side Aggregation, Navigation, Customization and Inter-portlet communications
  - Delivers a highly responsive user experience
- Live Text (Semantic Tags)
  - Delivers a highly interactive user experience
  - Information and interaction in context
- RSS and Atom Feeds
- Templates with Blogs, Wikis, etc.
Mashup

- A mashup, is typically represented as a single web page that combines or “mashes” together data or content and tools from multiple sources.

- In technical, a “mashup” is a lightweight web application created by combining information or capabilities from more than one existing source to deliver new functions & insights.

- Mashups will be a $682 million industry in the next 5 years (Forrester)

- 64% of companies are already adopting mashups or plan to within the next two years (Economist Intelligence Unit)

- Web mashups, which mix content from publicly available sources, will be the dominant model (80%) for the creation of new enterprise application by 2010 (Gartner, which also cites mashup technology as a top 10 'disrupting' technology over the next 4 years)
Ad Hoc Research - Adjust Inventory to Grow Sales

Observe that summer sales numbers are very low.

Observe that inventory is very low at that time.

Research data on models, look at customer reviews to see if need to change which phone models carried in store in summer.
Consumer Created Applications – Banking Mashups

Assemble and view mashup on web and mobile

On a Web page

Select an account

Send a message to bank

View account history

On your iPhone™
New Products and Services - Telco Solutions

Search for a contact

View contact details

Send SMS message

See contact’s location

Initiate 3rd party call

Simple and cost effective way to offer new services
## What Makes Enterprise Mashup Platforms Unique?

<table>
<thead>
<tr>
<th></th>
<th>Mashup Development</th>
<th>Traditional IT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scope</strong></td>
<td>Time to value</td>
<td>Days to weeks</td>
</tr>
<tr>
<td></td>
<td>Lifespan</td>
<td>Variable, often short</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Months to years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Long lived</td>
</tr>
<tr>
<td><strong>Process</strong></td>
<td>Dev. phases</td>
<td>Ad-hoc or good-enough</td>
</tr>
<tr>
<td></td>
<td>Governance</td>
<td>De-centralized, community</td>
</tr>
<tr>
<td></td>
<td>Evolution</td>
<td>Organic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Defined, scheduled</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Formal, centralized</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Top-down, centrally driven</td>
</tr>
<tr>
<td><strong>Users</strong></td>
<td>Application builders</td>
<td>LOB, individuals, groups</td>
</tr>
<tr>
<td></td>
<td>Targeted users</td>
<td>Small teams or known user</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corporate IT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Large groups</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>Technology</td>
<td>Representational State Transfer (REST), RSS, ATOM, Asynchronous JavaScript™ and XML (AJAX), JavaScript Object Notation (JSON), XML, etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SOAP, WS-*, J2EE, BPEL, etc.</td>
</tr>
</tbody>
</table>
Organization Collaboration

- Collaboration within a Portal is one of the main drivers that has made Portals popular
- Collaboration within a Portal allows multiple people to work together
  - Makes people more productive
  - Increases end-user satisfaction
- Trends Driving Collaboration

**Global Economy:** organizations operate across the globe; requiring intense collaboration across geographic and organizational lines.

**Speed of Change:** organizations need to access expertise and act quickly to leverage new organization changes.

**Rise of New Business Models:** organizations often need to partner to create more value demanded by the market, requiring access to each other’s expertise, knowledge and channels.

**Competitive Pressures:** innovation remains a vital weapon against corporate competitors; collaboration among customers, partners and peers breeds innovation.
### Benefits of Collaboration

- Reduced Costs
- Increased Efficiency
- Improved Productivity/Teaming
- Faster Decision Making
- Greater Innovation
- Richer Knowledge Bases
- Increased User Satisfaction
- Improved Communication

#### Which of these objectives would benefit most from collaboration?

<table>
<thead>
<tr>
<th>Objective</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing revenue growth</td>
<td>25%</td>
</tr>
<tr>
<td>Improving competitive differentiation (e.g., better product design, more customer loyalty)</td>
<td>32%</td>
</tr>
<tr>
<td>Increasing operational efficiency (e.g., process improvements, faster speed to market)</td>
<td>42%</td>
</tr>
<tr>
<td>Increasing productivity</td>
<td>29%</td>
</tr>
<tr>
<td>Improving problem solving</td>
<td>33%</td>
</tr>
<tr>
<td>Extending our global reach to customers and/or partners</td>
<td>15%</td>
</tr>
<tr>
<td>Improving service for customers or constituents</td>
<td>20%</td>
</tr>
<tr>
<td>Lowering costs</td>
<td>16%</td>
</tr>
<tr>
<td>Communicating more efficiently across the organisation</td>
<td>21%</td>
</tr>
<tr>
<td>Improving knowledge sharing within the organisation</td>
<td>28%</td>
</tr>
<tr>
<td>Improving profitability</td>
<td>16%</td>
</tr>
<tr>
<td>Other</td>
<td>16%</td>
</tr>
</tbody>
</table>

Source: *Collaboration - Transforming the way business works*, Economist Intelligence Unit, April 2007
Collaboration Focus in Knowledge Portal

Delivers an interactive Web-based platform, providing people with more effective and cost-efficient ways of accessing information, sharing ideas, communicating and working together – in the context of their role, processes and activities via a personalized composite portal.

Empowers people to take action!
Intranet / Knowledge Portal Statistics

An Intranet Global Survey - 500 organizations across the globe findings:

- 42% have intranet blogs (10% enterprise deployment); 10% have no plans or interest
- 47% have intranet wikis (16% enterprise deployment); 10% have no plans or interest
- 15% have intranet social networking (5% enterprise use); 21% have no plans or interest
- 20% have intranet content tagging (9% enterprise use); 23% have no plans or interest
- 35% have intranet RSS (12% enterprise use); 11% have no plans or interest
- 15% have intranet social networking (5% enterprise use); 21% have no plans or interest
- 48% have intranet discussion forums (19% enterprise use); 9% have no plans or interest
- 49% have intranet instant messaging (29% enterprise use); 18% have no plans or interest
What is a Social Network?

- Employees want to connect with each other, and more importantly, they want to connect with the company and senior management.
- A social network is a network of people.
- But it is not about the people – it’s about relationships.
- The value is in the relationship or tie “between” people.
Aggregates Your Relevant Social Data

- Provides faster access to your rapidly expanding network
- Eases management of your incoming requests and tasks
- Improves your ability to track and discover critical information and people
- Cross-Connections Search
- Composed of widgets that can be used in other web applications, including custom pages or mashups
Communities - Build Vibrant Communities to Drive Innovation

- Build Vibrant Communities to Drive Innovation

Access to external community collaboration tools like wikis, teamrooms, chat

Allows you to address the community in external applications, like email or broadcast chats

Discuss with subject matter experts, ask questions and share your knowledge

Image: Green Hands Community - Merlina Fireline

Overview
The Green Hands Community is a group of employees who are working towards reducing waste and conserving energy of Reckitt Benckiser. We need a unique forum to discuss issues, and the tool educational talks for all employees to attend. Join the discussion and join us on community!

Forum Topics
Charity runs & walks
Updated by: Jasmine, 2006-11-8 14:51:07:222
Earthquake events
Updated by: Frank Abner, 2006-11-6 19:23:38:552

Conference Wiki
Welcome to the Green Hands Wiki
This is an open page for Green Hands.

It is our great pleasure to announce a new initiative for 2005 in support of sustainable environmental practices...
Blogs - Improving Search and Discovery

- Advanced sorting options to allow you to better manage information
- Easily identify blog entries with the most recommendations and visits
- Tags to assisting in finding relevant information
- Additional information such as number of comments and entries related to blogs
Stay updated and get notified when new information is available.

Notify your colleagues of interesting web sites.

Add bookmark to community or activity. Flag a broken URL to alert the owner that a web site may be off-line.
Activities – Focus on the Right Tasks with the Right People

Plan resources to guide work, respond and take action.

Improves your ability to track critical information and people.

Easily see recent updates to your activities.
Group activity entries together in customizable sections

Support custom activity properties and adding custom fields

Save Activities as templates and select favorites
Team workspaces

*Easily create online places for projects and teams*

Self-service with a step-by-step guide to create a place

Select the template with the look-and-feel and the components you need:

- Content libraries
- Team calendar and milestones
- Lists/Forms for managing structured content
- Discussions forums, team blogs, & wikis
- And more...

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[Image of a workspace with green and blue colors, and various icons representing team workspaces features.]
Content Libraries

Quickly set up libraries to store and share content securely

Check-in, check-out, version control

Customizable views to organize content

Multi-level security (library, folder, document)

Search across multiple libraries

Workflow for routing & approving content

Really Simple Syndication (RSS)/Atom feed support to share or consume content

Extensibility: custom meta-data, document types and templates
Learning Focus in Knowledge Portal

Helps organizations to provide a cost effective way to deliver personalized, online training “just in time” within the context of employees’ ongoing activities.
Agenda

● Knowledge Portal Drivers

● Success Story - Drainage Services Department

● Q & A
Drainage Services Department

Employee Productivity Portal

● Profile
  - Hong Kong Government Department provides world-class wastewater and stormwater drainage services to enable the sustainable development of Hong Kong
  - ~ 2000 staffs

● Operational Challenges
  - Hints & tips announcement capability
  - Consolidated view for events in calendar alike
  - Photos and albums management
  - Feedback capturing for business analysis
  - Collaboration for data sharing
  - Project management
  - Ease of content management

● New functions
  - Auto-scroll Hints & Tips Portlet
  - Event Calendar Portlet
  - Photo Album Portlet
  - E-Survey Application Portlet
  - Forum Application Portlet
  - Enhanced Content Management
  - Team Space
Solution Results

- Special announcement can be delivered instantly
- Project or event photos can be published and distributed effectively
- Knowledge can be easily enquired via digital forum
- Massively capture user feedback for business analysis and measure the internal satisfactory index
- Data quality is enhanced through the on-line content approval process.
- Information is readily accessible at any time which leads to increased productivity.
- Data is secure, and visibility can be changed through role-based user groups.

Benefits

- Increasing operational efficiency
- Increasing productivity
- Improving problem solving
- Communicating more efficiently across the organization
- Improving knowledge sharing within the organization
Portlets Demo

- Tips Portlet
- Event Calendar Portlet
- Photo Album Portlet
Tips Portlet

It is a native portal application (portlet) that shall allow authorized publishers publish usage tips to the portal with diversified functional nature e.g. IT, Environmental, Operational and etc.
### Portlet Instances Management

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>default</td>
<td>Default ITTips Portlet</td>
</tr>
<tr>
<td>env</td>
<td>environment portlet</td>
</tr>
<tr>
<td>forth</td>
<td>4th ITTips</td>
</tr>
<tr>
<td>secondTips</td>
<td>Second ITTips Portlet</td>
</tr>
<tr>
<td>third</td>
<td>Third Tips</td>
</tr>
</tbody>
</table>

### Portlet Settings Configuration

<table>
<thead>
<tr>
<th>Portlet code</th>
<th>default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scroller width:</td>
<td>500 (200 - 1000)</td>
</tr>
<tr>
<td>Scroller height:</td>
<td>300 (20 - 600)</td>
</tr>
<tr>
<td>Scroller speed:</td>
<td>1 (1-9: larger is faster)</td>
</tr>
<tr>
<td>Display number:</td>
<td>6 (1-99)</td>
</tr>
</tbody>
</table>

[Update]
Features

- **Access Control:**
  - Single-Sign-On with Portal
  - Leverage Portal Access Control
  - Easy configuration and fast deployment

- **User side:**
  - View the tip titles in vertical scrolling motion. Mouse-over to stop scrolling
  - Click to view the tip’s details
  - Rich content presentation for the tip’s details

- **Publisher side:**
  - Add / Delete / Update Tips
  - Define tip’s Titles
  - Define tip’s Summary
  - Compose tip’s Details
  - Set the effective date
污水收集策略

Summary text

渠務署署長突擊巡查沙井工作（27/10/2006）
渠務署署長巡查在安全範圍內的井蓋設置下，於八月十四日晚上突擊巡查一個位於中環的修復污水泵站。

Description:
渠務署署長黃家強在安全範圍內的井蓋設置下，於八月十四日晚上突擊巡查一個位於中環的修復污水泵站。

4126DS - 漏井污水收集系統第3階段工程
4218DS - 漏井污水收集系統第2階段第1期工程
4109CD - 大埔雨水排放系統改善工程
4204DS - 斗門東部及北角污水收集系統餘下工程

9月 11日 ...
# Publisher Side – Add & Update Tips

## DSDDTips portlet

### Add an IT-Tips

<table>
<thead>
<tr>
<th>Tips</th>
<th>Effective Date From</th>
<th>Effective Date To</th>
<th>Always Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>43092D - 大埔雨水排放系統改</td>
<td>2006-09-28</td>
<td>2006-09-28</td>
<td>Yes</td>
</tr>
<tr>
<td>43092D - 迪沙路污水排放系統改</td>
<td>2006-09-28</td>
<td>2006-09-28</td>
<td>Yes</td>
</tr>
<tr>
<td>43260D - 連敦水塔系統改</td>
<td>2006-09-28</td>
<td>2006-09-28</td>
<td>No</td>
</tr>
</tbody>
</table>

### Title:

- 梁鴻文電話突然變成有事 (27/10/2006)

### Summary:

- 梁鴻文電話突然變成有事，於八月十四日晚上突然查詢一個位於中環的修復污水港工程。

### Details:

- 梁鴻文電話突然變成有事，於八月十四日晚上突然查詢一個位於中環的修復污水港工程。

### Ignore effective date

- Yes
- No

### Effective date:

- YYYY-MM-DD

### Update: Delete
### Publisher Side – Delete Tips

#### DSDD/IT Tips portlet

<table>
<thead>
<tr>
<th>Tips</th>
<th>Effective Date From</th>
<th>Effective Date To</th>
<th>Always Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>4109CD - 大廈雨水排放系統改善工程</td>
<td>2006-09-05</td>
<td>2006-09-28</td>
<td>Yes</td>
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<tr>
<td>防災工程計劃</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40620S - 深井污水排放系統第二階段工程</td>
<td>2006-09-01</td>
<td>2006-09-28</td>
<td>Yes</td>
</tr>
<tr>
<td>4126D/S - 深井污水排放系統第三階段工程</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4204DS - 深井污水排放系統第二階段工程</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>4218DS - 深井污水排放系統第一階段工程</td>
<td></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

![Image of Microsoft Internet Explorer with a question dialog box asking if you are sure to delete the tips.]
Event Calendar Portlet

It is a native portal application (portlet) that shall allow authorized publishers to publish DSD upcoming events to the portal. It also allows publishers to attach documents to each event for content enrichment purpose.
### DSD Event Calendar

#### Portlet Instances Management

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>default</td>
<td>default value</td>
</tr>
<tr>
<td>forth</td>
<td>Forth EC</td>
</tr>
<tr>
<td>secondEC</td>
<td>SECOND EC</td>
</tr>
<tr>
<td>third</td>
<td>THIRD EC</td>
</tr>
</tbody>
</table>

#### Portlet Settings Configuration

<table>
<thead>
<tr>
<th>Portlet code</th>
<th>default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Date Color:</td>
<td></td>
</tr>
<tr>
<td>Event Date Highlight Color:</td>
<td></td>
</tr>
</tbody>
</table>

Update
Features

- **Access Control:**
  - Single-Sign-On with Portal
  - Leverage Portal Access Control
  - Easy configuration and fast deployment

- **User side:**
  - The event view will show monthly events
  - Show TODAY label for today events or else show the actual date
  - Support hyper-linking to external resources within the event content
  - Read attachments

- **Publisher side:**
  - Define the event’s subject
  - Compose the event’s details
  - Set the event’s effective date
  - Support attached files.
### User Side

#### DSD Event Calendar

<table>
<thead>
<tr>
<th>Subject</th>
<th>汀九污水收集系統第2階段工程</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Date</td>
<td>01 Nov 2006</td>
</tr>
</tbody>
</table>
| Description      | 工程項目編號：405208  
                  | 工程項目名稱：汀九污水收集系統第2階段工程 |
|                  | 對環境主要改善及益處：這項工程計劃旨在提供一個污水系統以收集汀九區的污水 |
|                  | 習慣工程師：美華環保有限公司 |
|                  | 經済開展日期：2007年3月 |
|                  | 完工日期：2010年2月 |
| Attachment 1     | Distribution v3.pdf        |
| Return           |                            |
Publisher Side – Add & Update Events

DSD Event Calendar

Subject: 汀九污水收集系統第2階段工程

Description:

工程項目編號：4052DS
工程項目名稱：汀九污水收集系統第2階段工程

對環境主要改善及益處：這項工程計劃旨在提供一個污水系統以收集汀九區的污水
顧問工程師：美華環協有限公司

工程開工日期：2007年3月

Effective date: 

Upload Attachments
Attachment 1: Distribution_v3.pdf

Update Delete Return
Publisher Side – Delete Events

DSD Event Calendar

Add an Event

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>TODAY</td>
<td>汀九污水收集系統第2階段工程</td>
</tr>
</tbody>
</table>

Are you sure?

OK Cancel
Photo Album Portlet

It is a native portal application (portlet) that shall allow authorized publishers to upload images and photos for display through an easy-to-use interface. It shall allow batch uploading of images and photos for their desktop.
Setting and Configuration

Portlet Instances Management

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>ACC</td>
<td>Division Accountings</td>
</tr>
<tr>
<td>DMA</td>
<td>Division DMA</td>
</tr>
<tr>
<td>HR</td>
<td>Division HR</td>
</tr>
</tbody>
</table>

Portlet Settings Configuration

Portlet code: Division DMA

Update
Features

- **Access Control:**
  - Single-Sign-On with Portal
  - Leverage Portal access control
  - Easy configuration and fast deployment

- **User side:**
  - Provides breadcrumb for the ease of navigation
  - Photo Album is categorized by Division -> Category -> Albums -> Photos
  - Create albums
  - File name represents the photo’s comment. Chinese file name is support
  - Mass upload files into the albums.
  - Re-ordering photos for presentation
  - Set default photo for each individual category cover

- **Publisher side:**
  - Create, modify and delete category / album / photo instances
  - Select album cover photo
User Side
Create Category, Re-order Category, Edit Category, Delete Category & Create Album

Re-order Album, Edit Album, Delete Album & Upload Photos
Publisher Side (2)

Re-order Photo, Edit Photo, Delete Photo
Summary

- Defining Knowledge Management Portal
- Reviewed KM Portal Drivers
- Latest trend in Portal
  - Making content population easy
  - Web 2.0
  - Mashup
  - Collaboration within a Portal (instant comms, social networks, blog, dogear, teams…)
  - Learning in Portal
- Case Study – Drainage Services Department, early adopter of Portal
● Knowledge Portal Drivers
● Success Story - Drainage Services Department
● Q & A