



Executive Information Systems, Inc.

At the Cutting Edge of KM:
The Metaprise, the AKMS, and
the Enterprise Knowledge Portal

Prepared By:
Joseph M. Firestone, Ph.D.
Chief Scientist
Executive Information Systems, Inc
<http://www.dkms.com>
eisai@home.com
(703) 461-8823
December 6, 1999

Prepared For:
KMCI Enterprise Intelligence Conference

Transition to Portal Architecture and KM

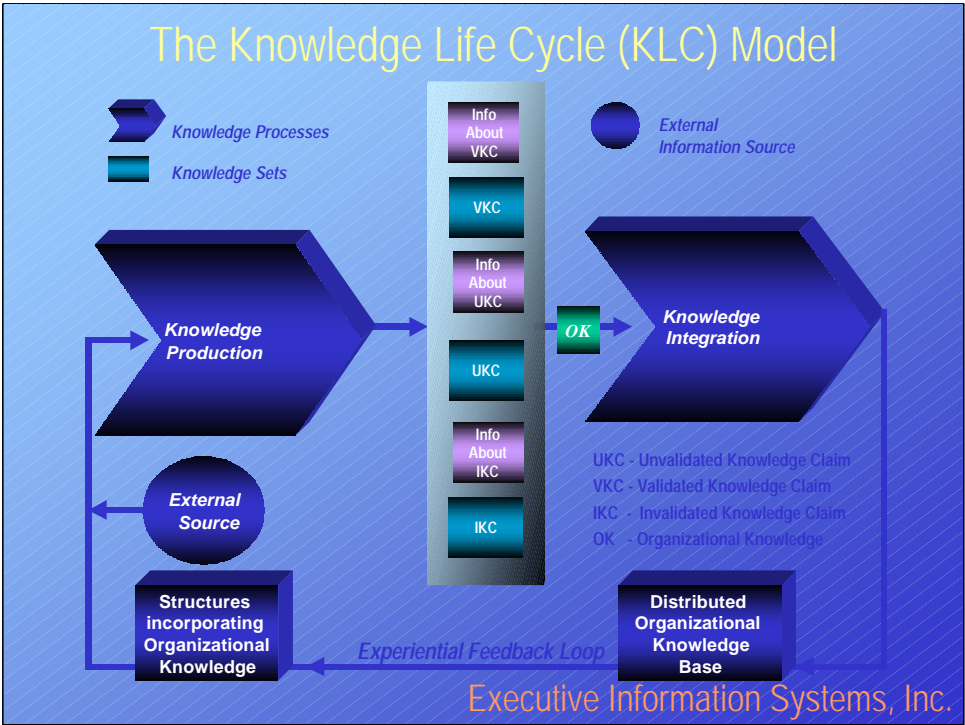
- In our earlier portal sessions you gained historical perspective on EKPs, learned about some of the early entrants into the portal field, learned about the relation of EKPs to KM, and received some ideas and forecasts about how the portal might be segmented from the product perspective.
- In this session we'll discuss KM and architectural issues related to EKPs. More specifically, in this introduction I will cover:
 - Some KM Background
 - The idea of the Metaprise,
 - The Artificial Knowledge Management System (AKMS), and
 - The Enterprise Knowledge Portal
- Then:

Executive Information Systems, Inc.

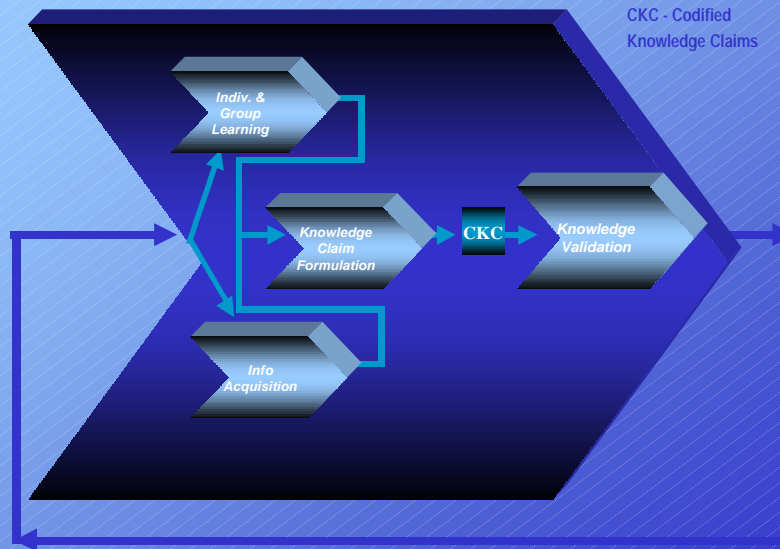
Transition to Portal Architecture and KM (Two)

- John Anderjaska, the CEO of PortallInnovations, Inc. will analyze "The Role of Intelligent Agents in Enterprise Knowledge Portals and the AKMS", and
- Jay Karlin, Chief Engineer of Viable Systems, Inc. and Consultant to NASA will speak on "Evolution Towards an AKMS/Portal-based System at GSFC," and finally,
- I will introduce a 10 minute general discussion session with some brief concluding remarks.

Executive Information Systems, Inc.



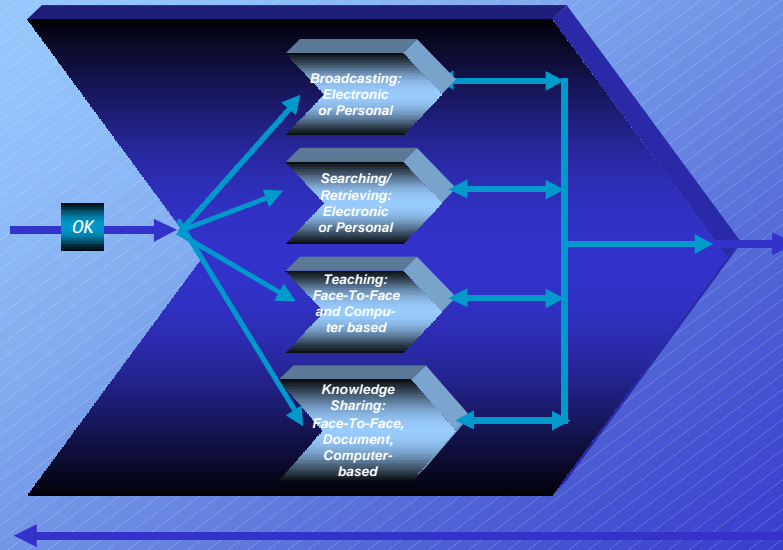
Knowledge Production



CKC - Codified Knowledge Claims

Executive Information Systems, Inc.

Knowledge Integration



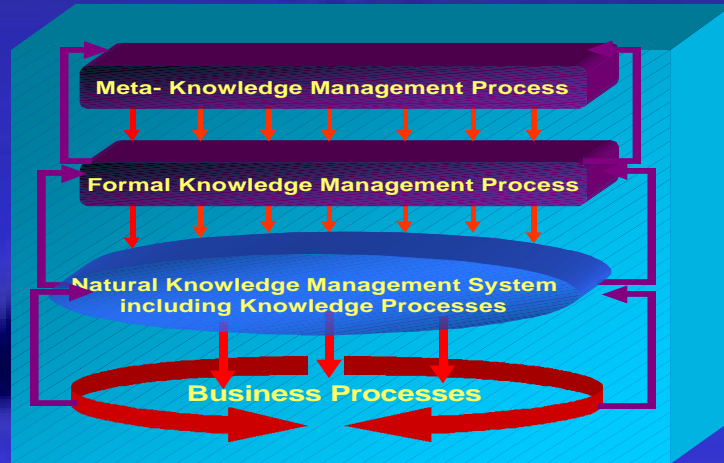
Executive Information Systems, Inc.

The Metaprise and KM Impact

- A Metaprise is an organization that implements an authoritative and formal Knowledge Management Process.
- Not only manages its knowledge processes, but also manages itself and its own rate of innovation.
- Contains at least two legitimated levels of KM process activity above the knowledge process level.
- The first analyzes and manages what occurs at the fundamental knowledge process level of interaction, and
- the second does the same at the knowledge management process level of interaction
- In short, the Metaprise is the 21st century knowledge-managing, knowledge-innovating organization, specialized to produce maximum KM impact. It is about KM impact.

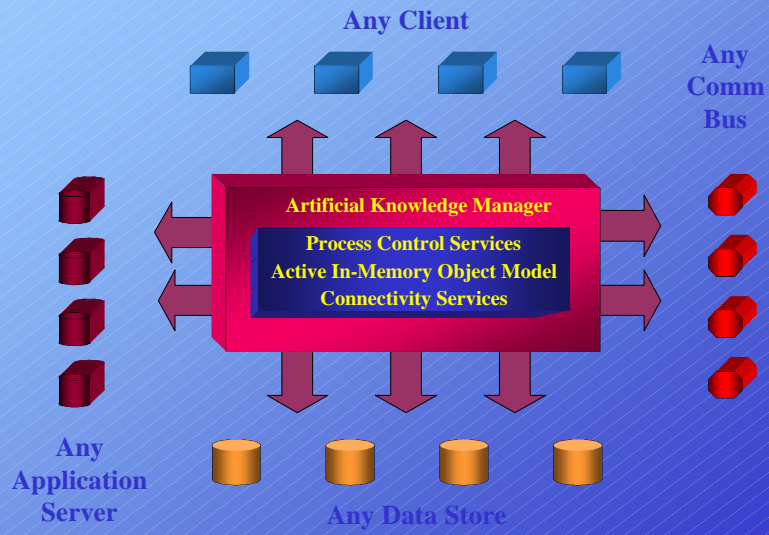
Executive Information Systems, Inc.

The Idea of the Metaprise and KM



Executive Information Systems, Inc.

The AKMS Idea in the Abstract



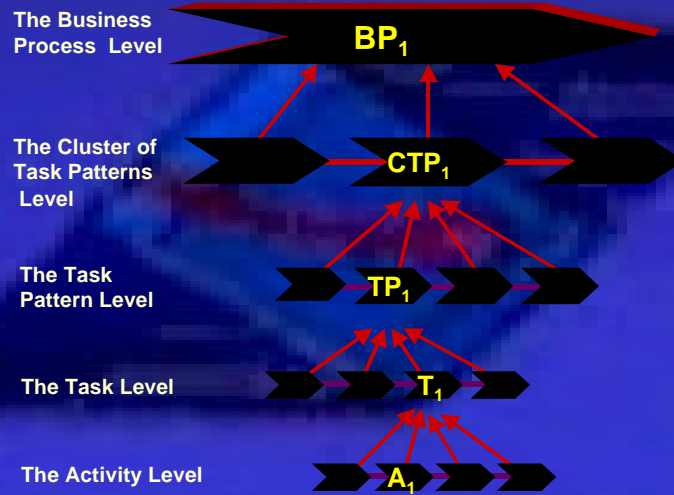
Executive Information Systems, Inc.

A More Concrete AKMS Concept



Executive Information Systems, Inc.

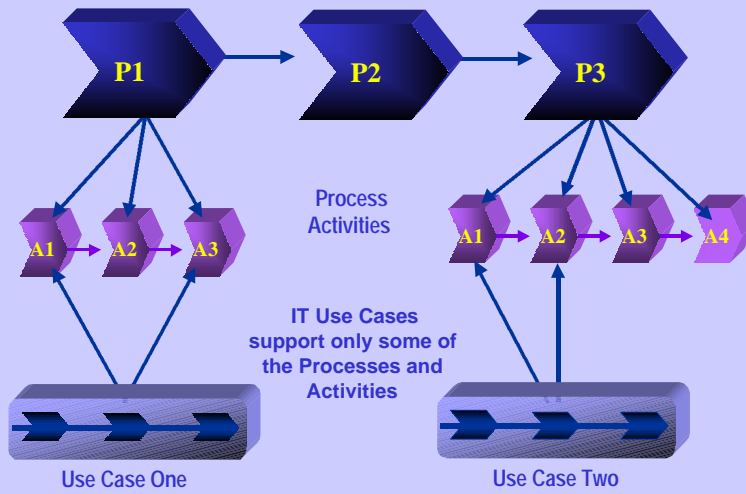
The Activity to Business Process Hierarchy



Executive Information Systems, Inc.

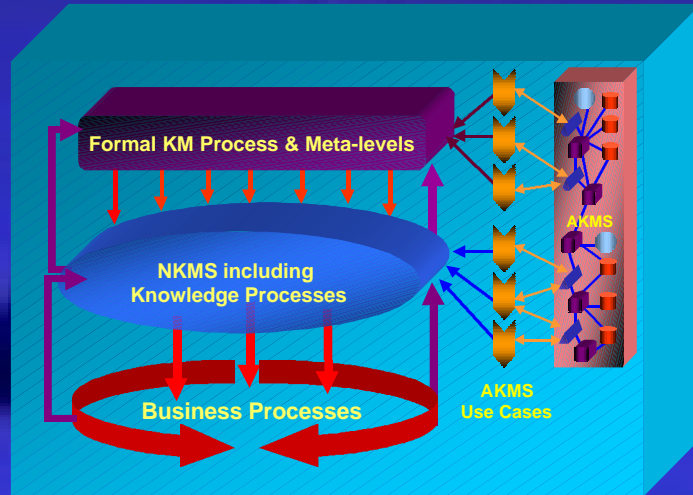
The KMP and IT Applications

Knowledge and Knowledge Management Processes



Executive Information Systems, Inc.

The KMP, the Metaprise and the AKMS



Executive Information Systems, Inc.

What is an Enterprise Information Portal?

- According to Merrill Lynch's Shilakes and Tylman:
- "Enterprise Information Portals are applications that enable companies to unlock internally and externally stored information, and **provide users a single gateway to personalized information** needed to make informed business decisions. "

Executive Information Systems, Inc.

What is an Enterprise Information Portal? (TWO)

- ". . . an amalgamation of software applications that consolidate, manage, analyze and distribute information across and outside of an enterprise (including Business Intelligence, Content Management, Data Warehouse & Mart and Data Management applications.)"

Executive Information Systems, Inc.

Essential Characteristics of EIPs

- Use “push” and “pull” technologies to transmit information through a standardized web interface
- Provide “interactivity” -- the ability to “ ‘question’ and share information on” user desktops.
- Exhibit trend toward verticalization in apps
 - Packaged apps with targeted content toward industries or corporate functions

Executive Information Systems, Inc.

Essential Characteristics of EIPs (TWO)

- Integrates disparate applications and data/content stores into a single system
- Accesses both external and internal sources
- Supports bi-directional info exchange from sources
- Uses data and info acquired for further processing

Executive Information Systems, Inc.

EIPs and Internet Portals

- Portals originated with the consumer web portals
- An EIP/EKP is very different because of its need and capacity for dynamic integration.

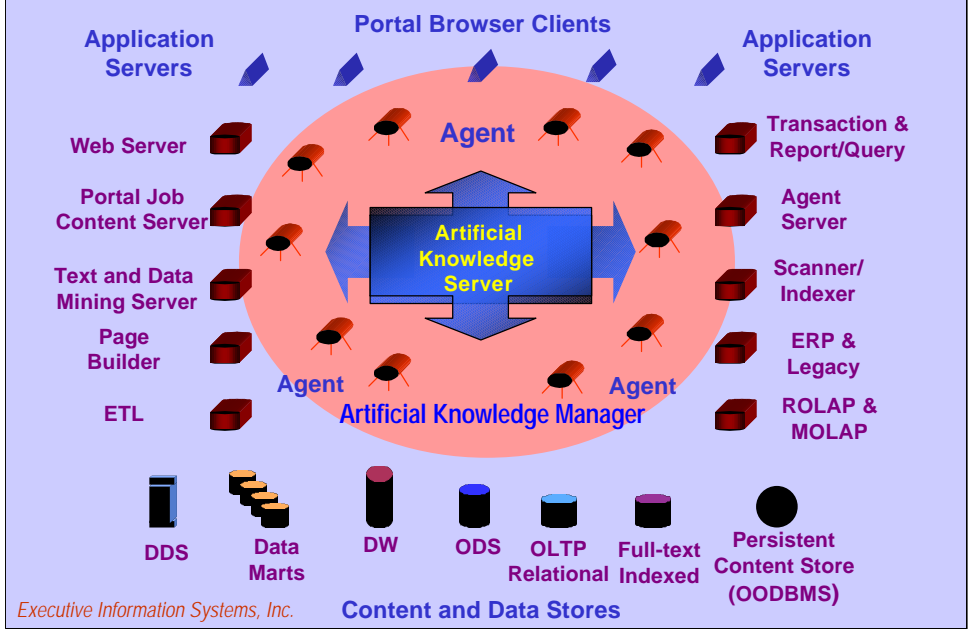
Executive Information Systems, Inc.

What is an Enterprise Knowledge Portal (EKP)?

- An EKP is an enhanced Enterprise Information Portal (EIP). It is an EIP that:
- is goal directed toward knowledge production, knowledge integration, and knowledge management, and also
- focuses upon, provides, produces and manages information about the validity of the information it supplies,
- provides information about your business and meta-information about the degree to which you can rely on that information,
- distinguishes knowledge from mere information,
- provides a facility for producing knowledge from information
- orients one toward producing and integrating knowledge rather than information

Executive Information Systems, Inc.

The Architecture of an Enterprise Knowledge Portal



The EKP Is an AKMS

- The EKP, because it, like the AKMS,
- Shares the AKMS's complexity with respect to diversity of data and information stores, and application servers
- Requires the dynamic integrative capabilities necessary for a well-functioning EIP, and
- Is goal-directed toward knowledge processing (including knowledge claim validation) and knowledge management,
- Is therefore, an instance of the AKMS.
- In implementing the EKP we are implementing the AKMS, supporting KM, and developing the Metaprise.
- John and Jay will expand on this theme in their talks.

Executive Information Systems, Inc.

