Challenge
Effective knowledge management infrastructures can greatly enhance collaboration and productivity.

Focus
The goal of the KnowIT project was to develop a framework to address the processes, culture and technology needed to develop an effective knowledge management system.

Result
A knowledge management infrastructure can foster greater collaboration and sharing between CA Technologies and its customers by simplifying the knowledge exchange process and providing tools for self-service support.

In today’s dynamic, ever-changing environment, effective knowledge management infrastructures can greatly enhance collaboration and productivity. The KnowIT project focused on developing a framework that encompassed the three perspectives of knowledge management: processes, culture and technology.

Value-added business processes represent the organizational context for which knowledge is an essential performance factor. Business process reengineering aims to overcome operating inefficiencies and organizational redundancies, as well as improve communication within and between organizations. The goal is to embed knowledge management activities as an essential part of efficiently achieving the goals of business process reengineering, while aligning actions within the daily working activities. The examined knowledge processes are: knowledge extraction (explicit and tacit); knowledge repository construction and maintenance; knowledge distribution; knowledge consumption; and knowledge reflection and validation.
CA Labs Research Brief: Automated Knowledge Sharing

KnowIT research considerations

In high-tech organizations, knowledge workers are key elements for successful knowledge management. Thus, this research considered these cultural aspects:

- Manifesting the importance of knowledge management activities as a competitive strategy
- Creating a motivating atmosphere, along with adequate incentives for the purpose of capturing, sharing and reusing of knowledge
- Applying collaboration procedures for enhancing knowledge creation and sharing

The technology component of the project leveraged investments and applications for knowledge structuring, as well as shared knowledge networks. While designing the solution, the following was considered:

- Leveraging existing and future IT investments
- Modeling the existing infrastructure and mapping it to existing and suggested processes
- Suggesting adjustments and refinements to these tools, with optional specifications for new solutions

More information on CA Labs KnowIT research project

CA Labs is collaborating with researchers from University of Haifa in Israel. The following paper was published about this research project:


The following United States Patent and Trademark Office patent application was filed for the CA Labs KnowIT research project:

- Patent application number 12/187,921, “Graphical model-driven system for knowledge management tools”.

For additional information about this or other CA Labs projects, please contact Ethan Hadar at Ethan.Hadar@ca.com.

About CA Labs and innovation

CA Labs is the research arm for CA Technologies and a hub for the company’s initiatives for innovation. CA Labs collaborates with the world’s foremost researchers in academia, industry and government to perform advanced research to address cloud, software-as-a-service, security, virtualization, automation, mainframe, service assurance, and service and portfolio management challenges. For more information, visit ca.com/calabs.