What's Required in Knowledge Technologies – A Practical View

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Schlumberger Limited

Schlumberger

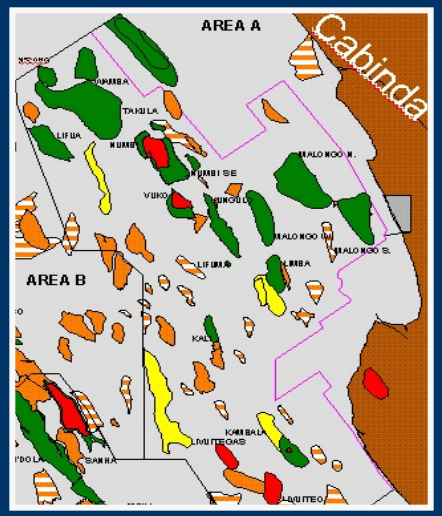
Knowledge Management

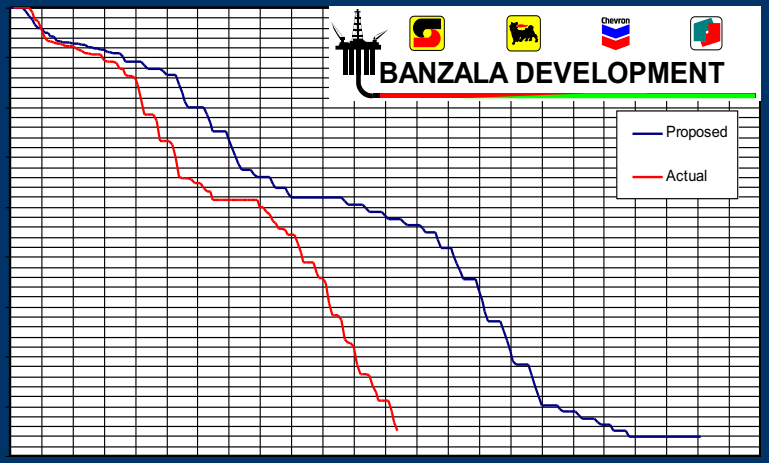
… Improving organizational capability

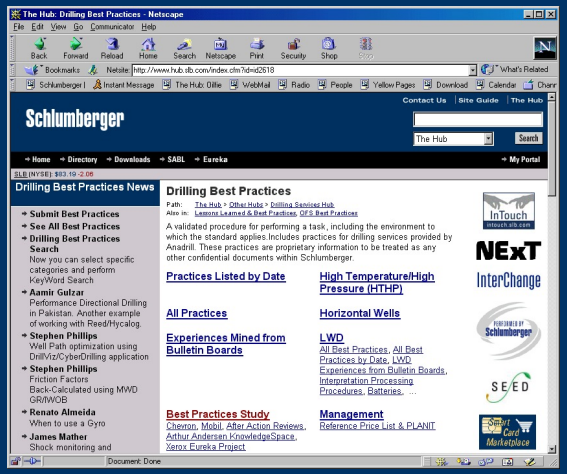
Create a new working environment where knowledge and experience can easily be shared

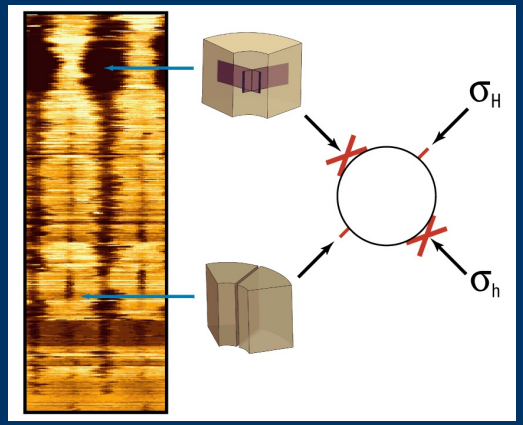
Enable information and knowledge to emerge and flow to the right people at the right time so they can act more efficiently and effectively

Apply everywhere what you learn anywhere









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Connecting

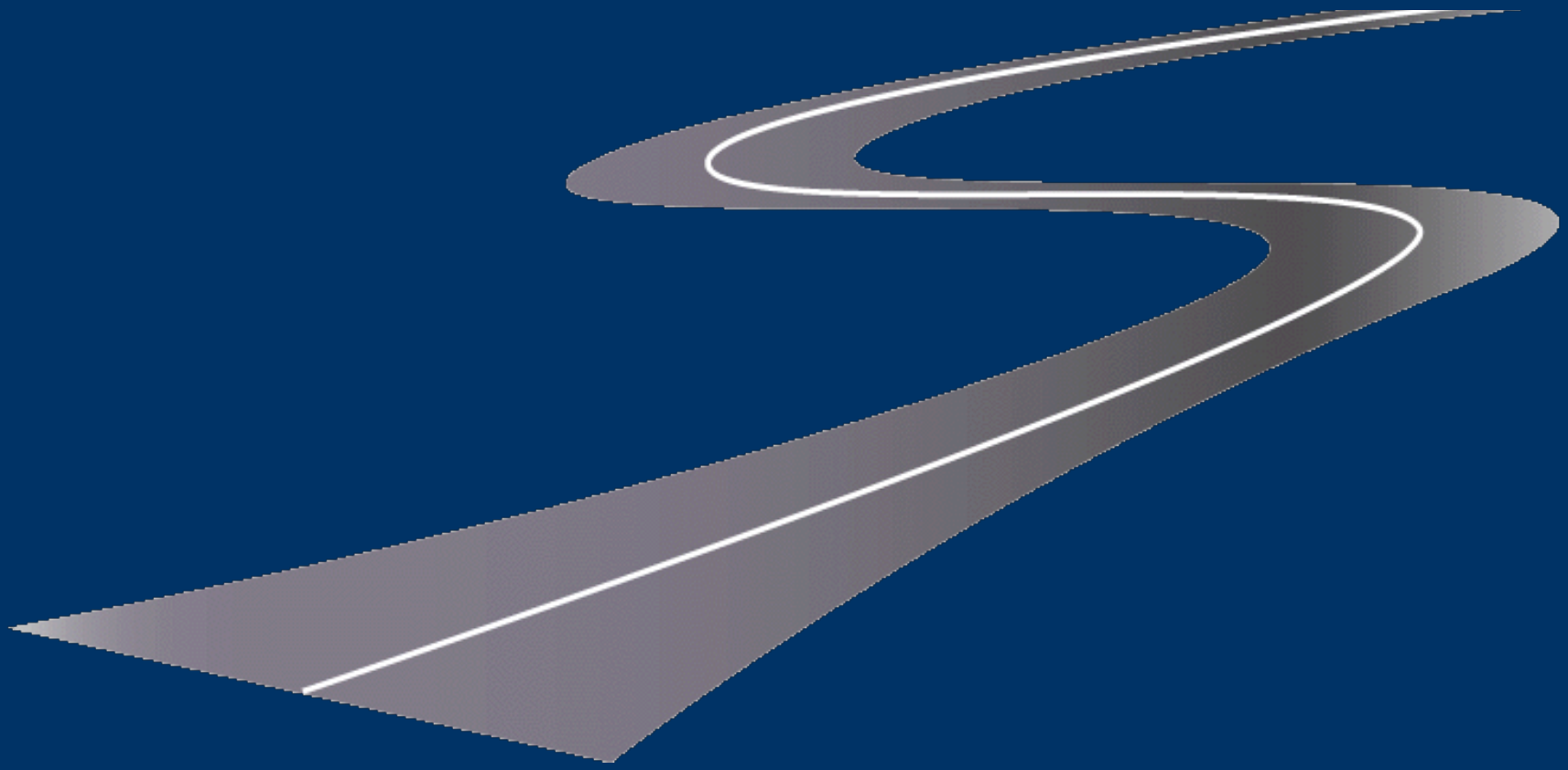
People to Information → People to Business →

- Make better decisions
- Make faster decisions
- Do more with less
- Speed up learning
- Improve motivation

People to People → People to Communities →

Collaborating

Knowledge Technologies – Present and Future



First Wave KM

Technology

Portals, Collaboration, Document Management, Little Integration

Process

Best Practices, Validation

People

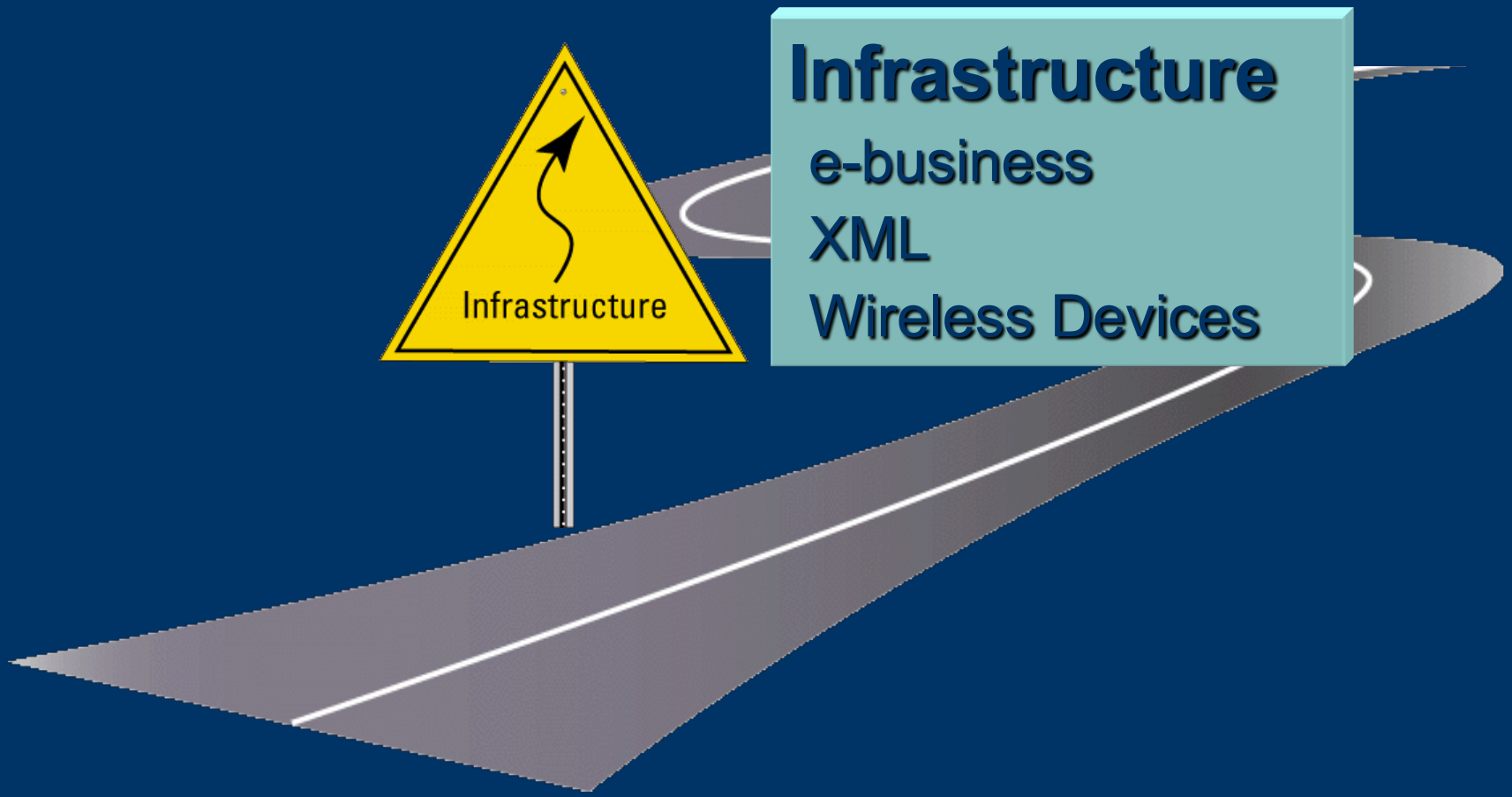
Communities of Practice

Enterprise Information Portal

All important information from both inside and outside the company delivered to the desktop

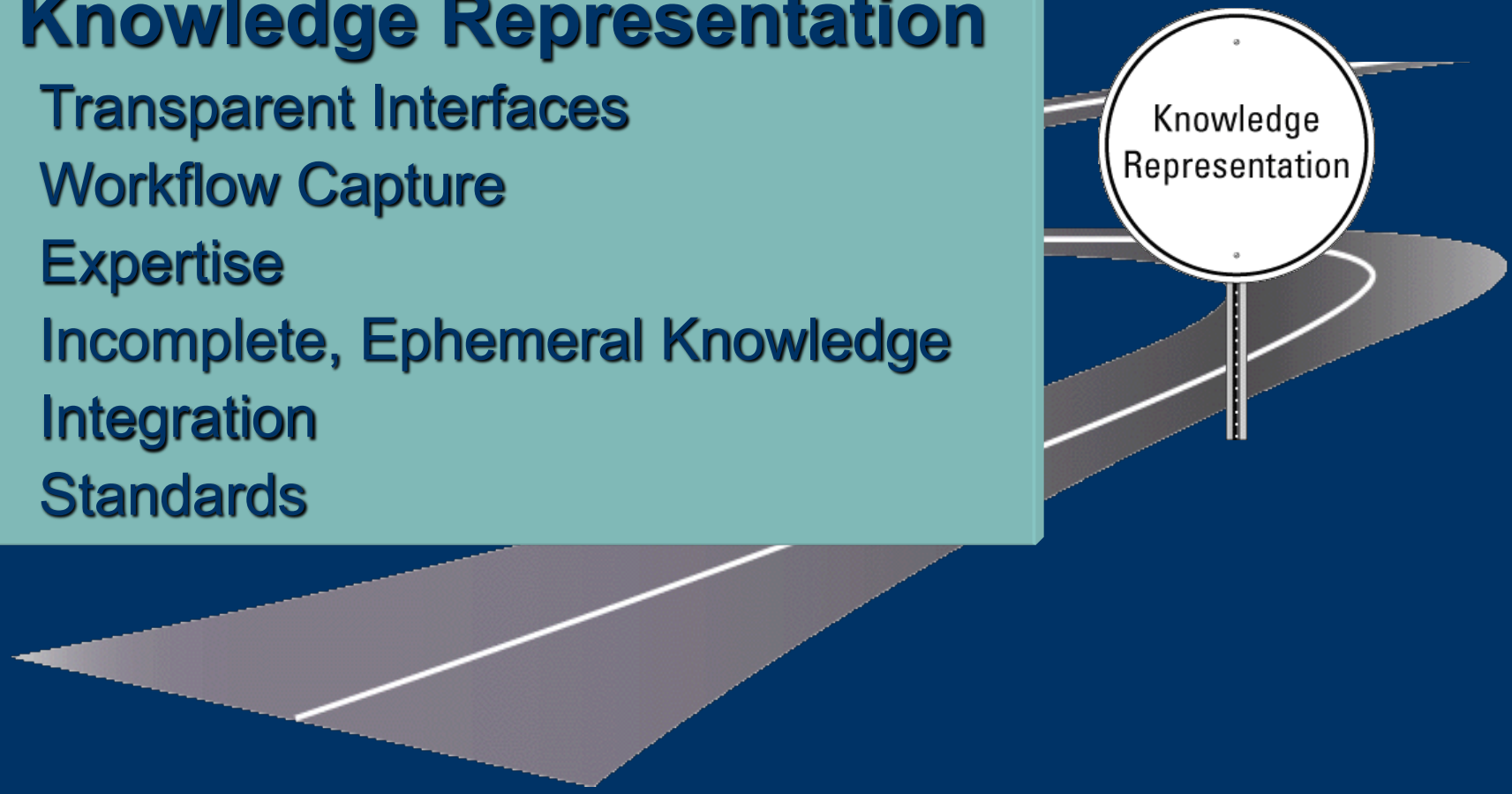
- unstructured & structured data
- thin client → web browser
- Search & Browsing

- Services
  - Presentation – Visualization
  - Collaboration
  - Publishing & Distribution
  - Data Feeds
  - Subscription – Notification
  - Personalization
  - Data Feeds
  - Security
- Trends
  - Finding → Doing
  - Multi-Purpose Information


Infrastructure
Infrastructure
e-business
XML
Wireless Devices

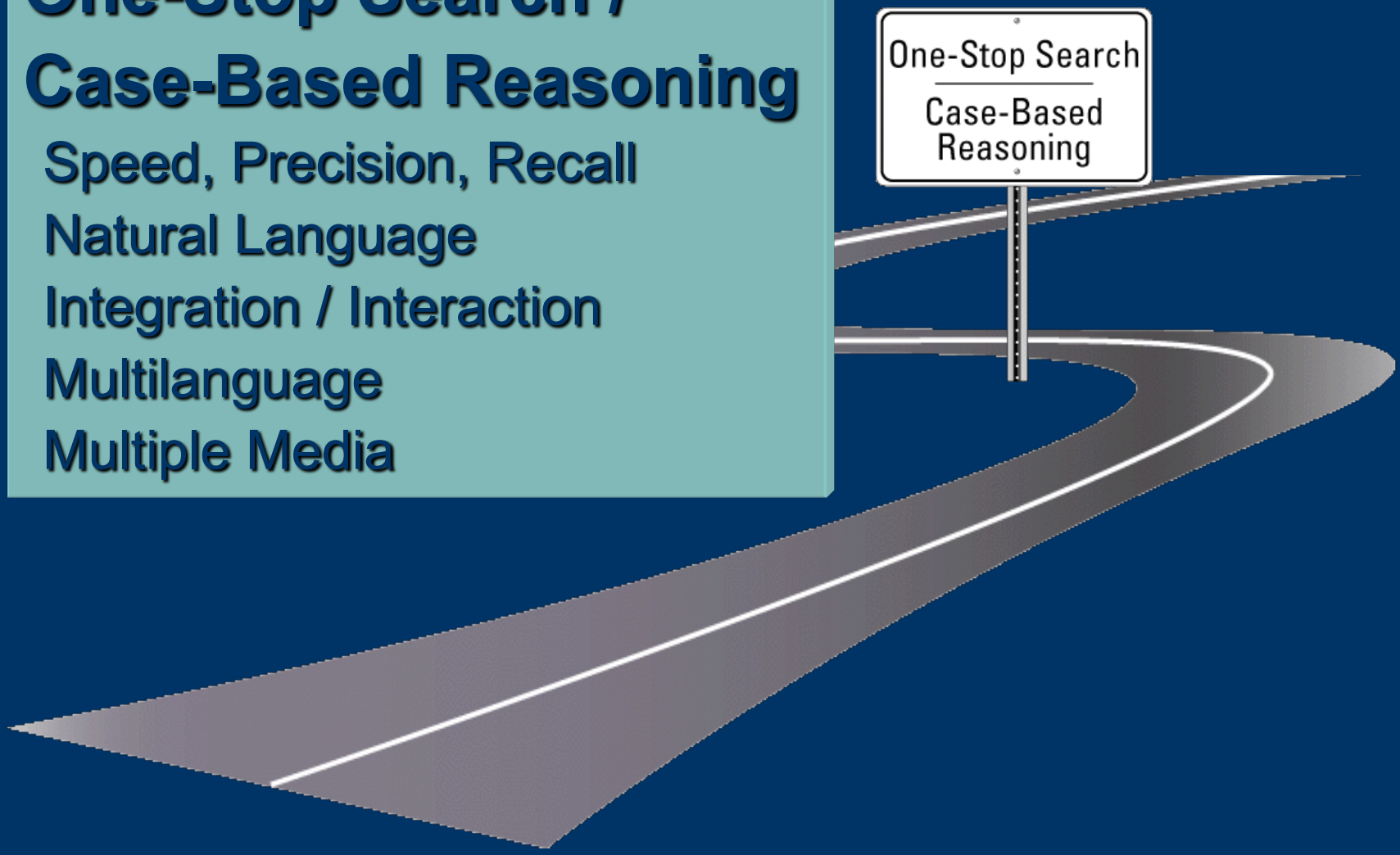
Knowledge Representation

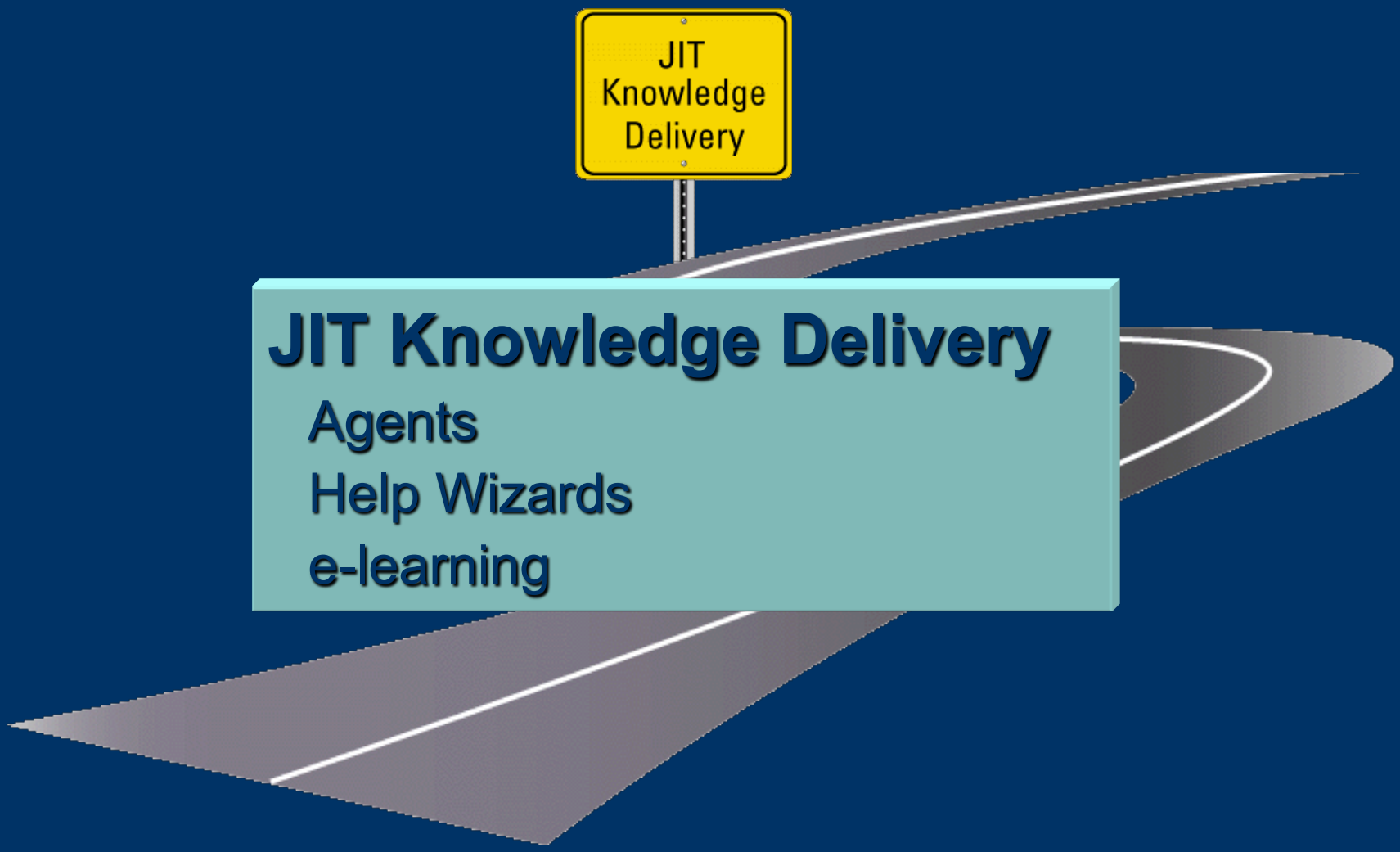
- Transparent Interfaces
- Workflow Capture
- Expertise
- Incomplete, Ephemeral Knowledge
- Integration
- Standards



One-Stop Search / Case-Based Reasoning

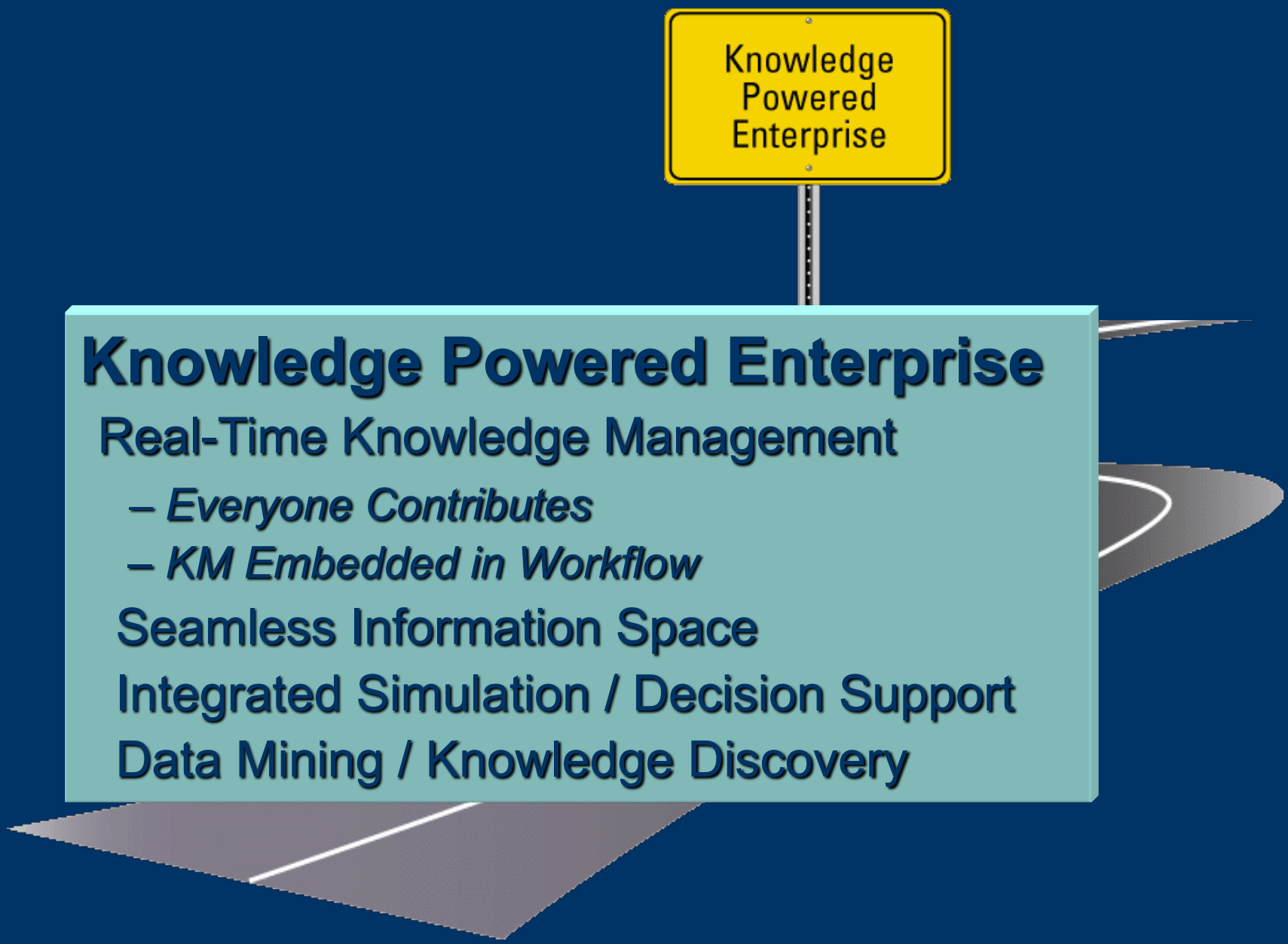
- Speed, Precision, Recall
- Natural Language
- Integration / Interaction
- Multilanguage
- Multiple Media





JIT Knowledge Delivery

- Agents
- Help Wizards
- e-learning



Knowledge Powered Enterprise

Real-Time Knowledge Management

- *Everyone Contributes*
- *KM Embedded in Workflow*

Seamless Information Space

Integrated Simulation / Decision Support

Data Mining / Knowledge Discovery

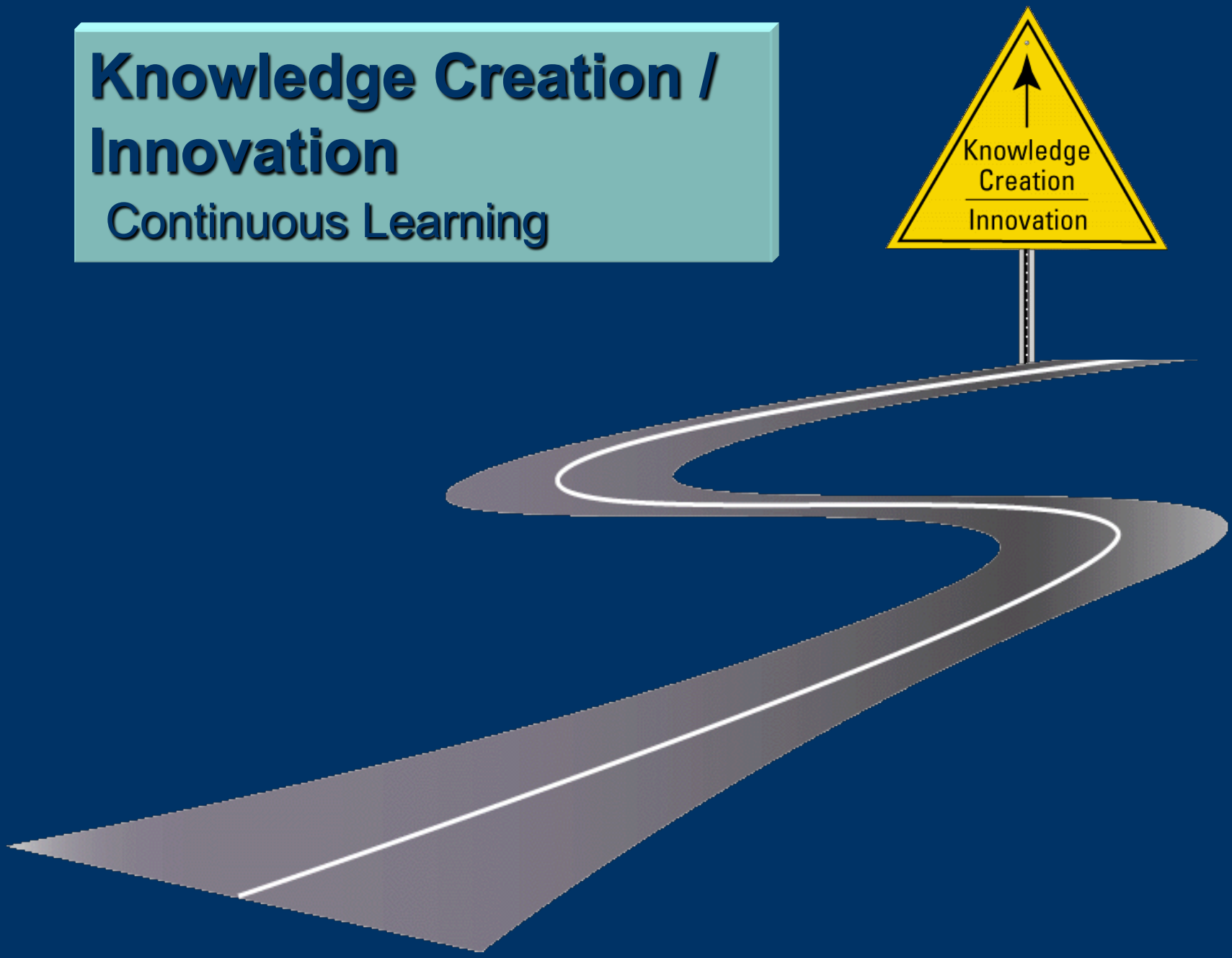
Decisions … in Real Time

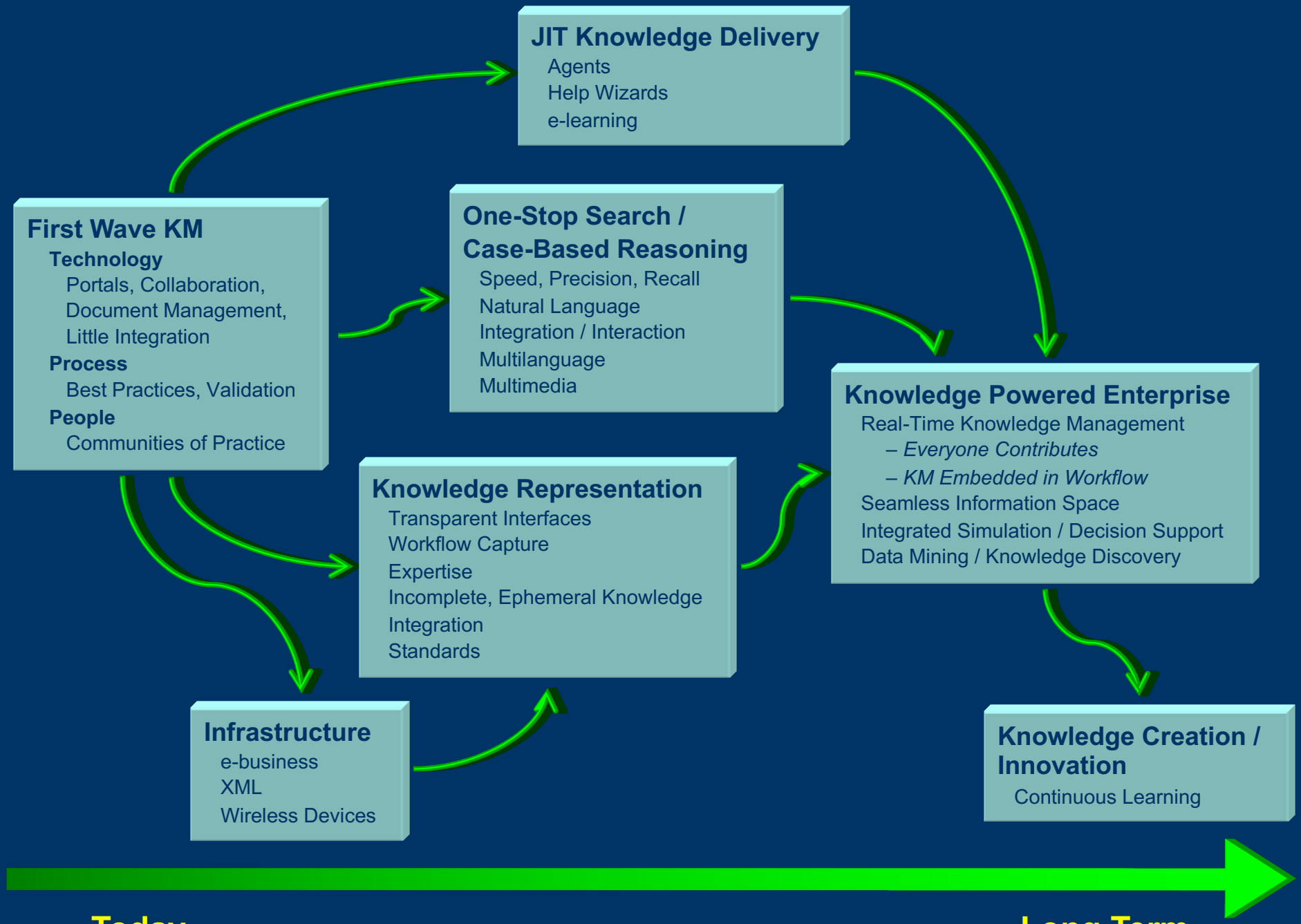
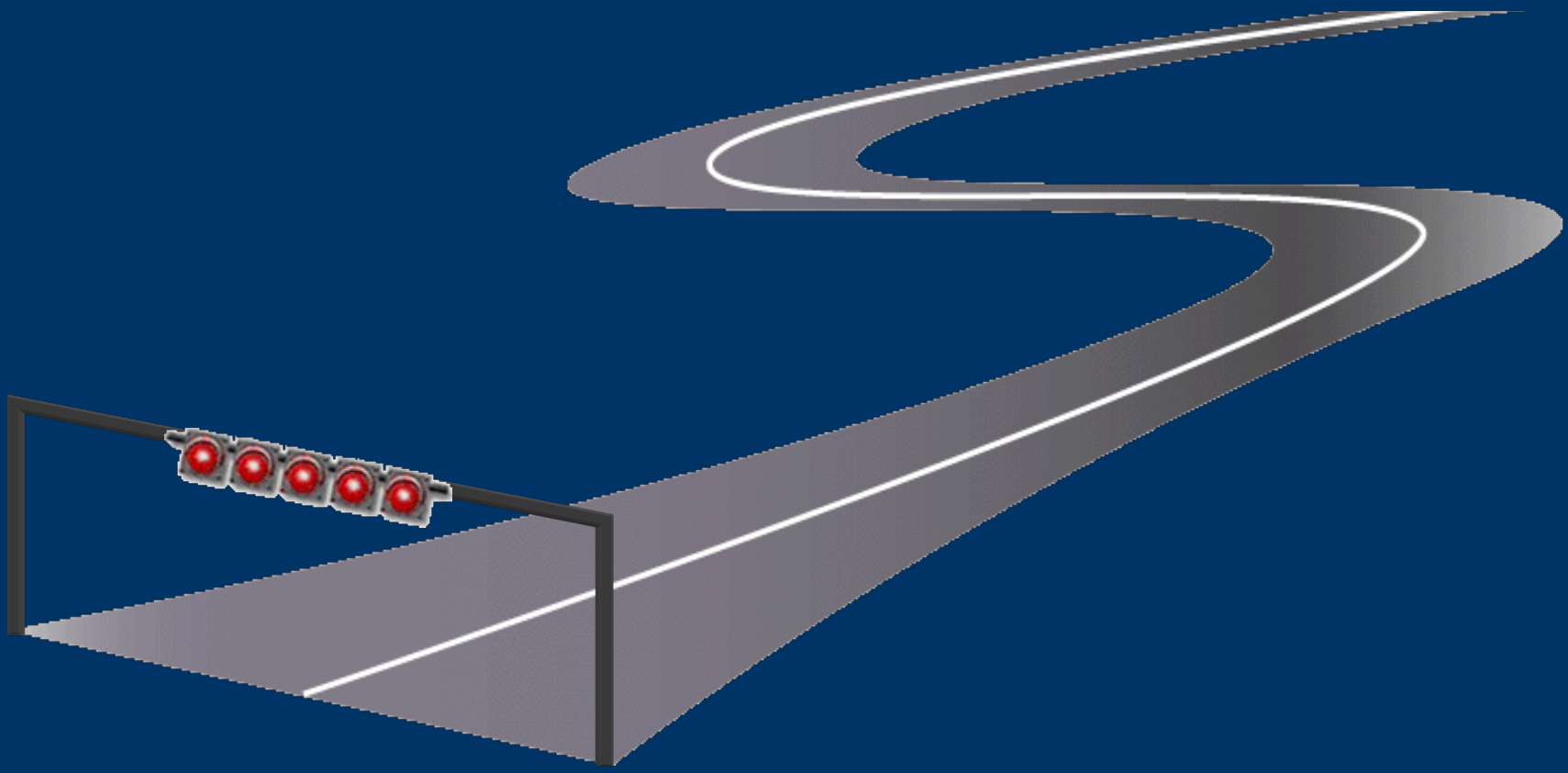
OilCo Well Engineer: *We're planning to sidetrack well B23 in the Fifties field and are hoping you'll buy in. For $10 million you can become a full 1-percent partner. A 96-hour shut-in test ended a few minutes ago. It indicates additional reserves of 750,000 barrels of oil and an initial sand-free production rate of 4,300 barrels per day…. We could do this tomorrow.*

Investor, consulting his Knowledge Hub: *I see that a sidetrack can double my rate of return, with a payback time of 30 days for 1-percent interest.… Count me in.*

Knowledge Creation / Innovation

Continuous Learning

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Continuous Learning
Today
Long Term