Process oriented methods and tools for knowledge management

From 2000-03-01 to 2002-08-31 | PROMOTE Website

Project details

<table>
<thead>
<tr>
<th>Total cost:</th>
<th>Topic(s):</th>
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<tr>
<td>EUR 2 799 988</td>
<td>1.1.2.-2.1.2 - Corporate knowledge management</td>
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<tr>
<td>EU contribution:</td>
<td>Funding scheme:</td>
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<tr>
<td>EUR 1 399 992</td>
<td>CSC - Cost-sharing contracts</td>
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<tr>
<td>Coordinated in:</td>
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<td>Austria</td>
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Objective

The overall goal of PROMOTE is to adapt the existing “Business process management systems methodology” (BPMS), for Process Oriented Knowledge Management, to validate it by developing a prototype named “Process Oriented Knowledge Management System” (PO-KMS), and to test it in three end-user companies from the financial sector, thereby realising a “full cycle”. PO-KMS guides the accumulation, retrieval and distribution of product-process related knowledge and employee's know how, and serves as an on-line support tool for knowledge managers as well as for the employees who generate and use knowledge.

The process based knowledge management approach is applied to three main areas, the business processes required to deliver the products/services, the product development process and the human capital of the company. Such a division covers important parts of the strategic, operational and human resources aspects of knowledge management.

Work description:

PROMOTE adapts the existing "Business process management systems" (BPMS) methodology in order to support process oriented knowledge management, validates it by developing a prototype named "Process oriented knowledge management system" (PO-KMS) and tests and evaluates it in three end user companies in the financial services sector.

PO-KMS guides the accumulation, retrieval and distribution of product-process related knowledge and employee’s know how, and serves as an on-line support tool for knowledge managers as well as for the employees who generate and use knowledge.

The BPMS methodology has been successfully applied and validated in the past in the financial services sector. It provides a holistic framework under which a company sets its strategic objectives, reorganises its operations, allocates human and technological resources and continually evaluates and reassesses its course.

The process based knowledge management approach is applied in three main investigation areas, the business processes supporting the delivery of products/services, the product/service development process and the human capital of the company. This division covers important parts of the strategic, operational and human resources aspects of knowledge management.

The PO-KMS prototype is realised by adapting the model-editor of the leading business process management toolkit ADONIS. To capture the various knowledge management processes with different degrees of formalisation in the different investigation areas, a graphical model-editor based on a powerful modelling language is developed. The PO-KMS prototype is integrated into the end-user IT-environment and linked with existing tools for process modelling, collaboration, document management.
Coordinator

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Subjects

Economic Aspects - Education and Training - Information Processing and Information Systems - Innovation and Technology Transfer

Last updated on 2005-06-13
Retrieved on 2019-06-25

Permalink: https://cordis.europa.eu/project/rcn/54484_en.html
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