NetGalactic and Microsoft Corporation collaborate to mobilize Knowledge Management initiatives at Wipro Infotech.

Wipro Infotech is India’s renowned IT consulting firm, virtually managing all IT enabled functions within large enterprises. Starting from managing professional services to communication services in areas as diverse as, Information Risk Management to Enterprise Computing. Wipro InfoTech’s portfolio includes (Enterprise Products / Integration Services / Infrastructure Management Services / Enterprise Applications / E-security Solutions / Communication Services / E-procurement Services)

Wipro Infotech (http://www.wipro.co.in)

Business Challenge

With the present posted business challenge in the Indian Information Technology Sector, & the need to build larger value networks, Wipro Infotech choose the sure-success road of using their very own knowledge assets. Assets, such as these are priceless in this economy. In-spite of huge influx in the current economy, knowledge Management assures of dynamic business speed, value and growth for enterprises.

As with every KM initiative, the real challenge lies in tie-ing the missing chains of business processes, technology, and people integration. The adaptability and usability is of utter importance with the right approach of content architecture. Mapping asymmetric roles of Top Management, Middle Management, General Employees, Marketing executives, technical geeks, with diverse needs of content – cross collaboration and then overall technical usage of newer technologies, build around Microsoft Web parts, was the real challenge posted for NetGalactic India.

Taking the challenge ahead from NetGalactic's action force, two teams joined hands, to deliver a content architecture and build architects in Share Point Portal Server (SPS – Microsoft Corporations flagship product for Document Management & KM)
Mapping context with usability

Content synergies of corporate Management and general employees required a great knowledge of behavior & taxonomy. NG-1, got together with Wipro content architects to work actively & develop a symmetric assimilation of user profiles - organizational needs – benchmarking criteria’s with a strong technical team. The approach of KM content was measured with the effects of Interface (Navigation) and substantive content (Knowledge Assets of Wipro)

Knowledge Management - Information Architecture Team at NetGalactic devised the following Philosophy

Facilitates the experience at the Interface

<table>
<thead>
<tr>
<th>INTERFACE CONTENT</th>
<th>SUBSTANTIVE CONTENT</th>
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Driven by the business nature of the company

Approach for Wipro Infotech Knowledge architecture & usability designing

<table>
<thead>
<tr>
<th>1. Vision/Scope – 1</th>
<th>Information Gathering w.r.t goal &amp; branding</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Branding Guidelines</td>
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<tr>
<td>2. Defining demographics</td>
<td>Define users &amp; sections of the site</td>
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<td></td>
<td>Evaluation of User groups</td>
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<td></td>
<td>Further analysis if required</td>
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<td></td>
<td>Conclusion on User Groups &amp; Profiles as per sections of site</td>
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<tr>
<td></td>
<td>Use Cases</td>
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<td></td>
<td>Evaluation / Discussion &amp; Conclusion</td>
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<tr>
<td></td>
<td>Content Relevance Study</td>
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<tr>
<td>3. Information Architecture</td>
<td>Collate content</td>
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<td></td>
<td>Prioritize</td>
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<tr>
<td></td>
<td>Textual Prototype (Parallel Activity)</td>
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<tr>
<td></td>
<td>Index &amp; Site Map</td>
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<tr>
<td></td>
<td>Cross Reference</td>
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<tr>
<td></td>
<td>Navigation Planning</td>
</tr>
<tr>
<td>4. Goal Def – II</td>
<td>Goal Definition</td>
</tr>
<tr>
<td>5. Conceptualization</td>
<td>Design Conceptualization</td>
</tr>
<tr>
<td>6. Visualization</td>
<td>Design visualization</td>
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</tbody>
</table>
With a ready framework & the right philosophy, NetGalactic’s architect team, speeded the KM working groups initiative of Wipro at a gravitational speed.

**Re-skill & Revolutionize technology**

The immense success of NetGalactic is based on strong partner commitment & relationship between Microsoft Corporation, on an on-going basis. As a Microsoft Solution provider, NetGalactic has always ventured out to support and create innovative solutions using Microsoft’s new products and platforms. Starting from building Windows Net show applications in 1997’, to working actively in .NET, NetGalactic pioneers in multi-tier innovative enterprise applications using Microsoft frameworks.

**At Wipro - NetGalactic & Microsoft India** jointly devised a strategy to build Wipro’s technicians with the right skills in running & integrating Share Point Portal Server with Content Management Systems to run a scalable – Knowledge Integration architecture.

**Knowledge Management – KM Practice & Technology Team at NetGalactic devised the following Philosophy for building a competent SPS team in Wipro along with Microsoft**

**SPS Visioning Workshop**  
Knowledge Management enables organizations to effectively tap their collective knowledge resources and experiences, without re-inventing the wheel. We at NetGalactic believe, “There are no shortcuts to effectively tap a firm’s intellectual capital. To create value, companies must focus on how knowledge is used to build critical capabilities”. “We focus on capturing, assimilating, articulating, and productizing, enterprise wide knowledge from people, processes, assets and vendors to extract the gems within the mountains of data silos, anarchy”.

The program concentrated on giving a 30,000 feet picture of KM & Document management relationships with variety of required components. Followed by a detailed training on the respective areas of building a successful SPS environment …

**Application Concepts / Installation / Designing / Architecture of Share Point Portal Server**

- **Introduction to Share Point Portal Server** - Provides students with a clearer understanding of what the Microsoft Share Point Portal Server, which is used to improve the document management capabilities of an organization or group.

- **Installing and Configuring Share Point Portal Server** - Introduces the student to planning for, installing, and configuring Share Point Portal Server.

- **Configuring the Workspace** - Provides students with the information necessary to configure a Microsoft Share Point Portal Server workspace.

- **Adding Documents to the Workspace** - Provides students with the information
necessary to manage documents by using publishing verbs to check in, check out, and publish documents; by using document versioning; and by using document profiling.

**Publishing Documents** - Provides students with an introduction to the document approval process.

**Adding and Managing External Content** - Provides students with the information necessary to add and manage a Share Point Portal Server content source.

**Searching for Content** - Introduces students to planning a search strategy, conducting searches, and creating and editing indexes for searching.

**Using the Share Point Portal Server Dashboard Site** - Introduces the student to digital dashboards and the Share Point Portal Server dashboard site and teaches students how to administer discussions, administer subscriptions, and customize dashboard sites.

**Integration Agents**

*Integration Components / APIs / Data Access / Portals / Web parts / Digital Dashboard Integration with external systems*

- Using Code of Share Point Portal Server (Sign in to the system) this allows programmatically entering SPS by other Knowledge Agents
- Using Code of Share Point Portal Server (Make a standard folder/category) this allows programmatically creating a repository of Knowledge Assets
- Using Code of Share Point Portal Server (Check-in and Check out in a standard folder) this allows programmatically validating documents while pushing in contents in the repository of Knowledge Management
- Using Code of Share Point Portal Server (Browse through a category in a standard folder) this allows programmatically checking documents in a KM repository
- Using Code of Share Point Portal Server (Add / delete a document in a standard folder) this allows programmatically adding / deleting documents in a KM repository
- Using Code of Share Point Portal Server (Read / Search, how many files are there in a standard folder) this allows programmatically reading / searching documents in a KM repository
- Using Code of Share Point Portal Server (Assigning property to a document and changing the same) this allows programmatically assigning property to a document in a KM repository
- Using Code of Share Point Portal Server (Make other systems talk to SPS through the SPS API interface) this allows programmatically nurturing the KM workplace by other systems
**The Crystal Ball**

Partnering with Microsoft & implementing a KM initiative at Wipro was of an immense value to NG. Among the innumerous assets gained in this project here are a few fundamentals of Document Management, Knowledge Assets – which requires high priorities:

*Definition* - Content Management is a system to provide meaningful and timely information to end users by creating processes that identify, collect, categorize, and refresh content using a common taxonomy across the organization.

*Definition* - A content management system includes people, processes, technology, and most importantly, the content itself. *Provide the right information at the right time to the right person*

*Some Fundamental Questions needs to be addressed even before a DM – KM pilot is being implemented - Technology Related Business Case Questions*

- What are the expectations for this system?
- How will this system impact the company?
- How will automation or redeployment of this system:
  - Provide a strategic advantage to the company?
  - Reduce stress?
  - Save time?
  - Save money?
  - Satisfy a statutory requirement?
- How many users will this system impact?
- What is the life expectancy of this system?
- Is this system going to satisfy:
  - An immediate need?
  - A long-term need?
  - Both?

*Lessons Learned: Design and Implementation*

- Creating and Acquiring Content
  - Conduct a content audit: prune ruthlessly
  - Authors own the content
  - Publishing tools must be “ridiculously easy to use”

- Content Management Processes
  - Spend enough time creating business rules
  - Maintenance is as important as creation
  - Create content stewards in each domain / unit
  - Allocate enough time to these roles
For More Information

For more information about NetGalactic's products and services, call the NetGalactic Sales Information Center at (703) 813-8107. In India, call the NG Development Center and Research Lab at (080) 5527799/0371.
To access information using the World Wide Web, go to: http://www.netgalactic.com/
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