What can we learn from the technology and business?

Jean-Claude F. Monney
Global KM Lead
Microsoft Services
Monterey, CA 10-28-2015
Knowledge is the world’s most precious renewable resource
The world has become a giant knowledge network
Where knowledge discovery & collaboration is the best approach to solving complex problems
Managing knowledge is critical for companies and nations to build sustainable value creation.
Microsoft Services @ a glance

- 75% of Fortune 1,000 Companies served
- 191 countries
- 46 languages

- 21,000+ Microsoft Services employees worldwide
- LARGEST Division within Microsoft

- 6,000+ Consultants & Architects
- 5,000+ Support Professionals

Mission
Help enterprise customers do more and achieve more in a mobile-first, cloud-first world
The Digital Shift

Mobility of human experience orchestrated by the cloud
Knowledge Key Value Creation Drivers

Drive Innovation

Increase productivity, predictability & quality

Readiness to cope with faster release cycles

Manage knowledge retention
Microsoft Services Knowledge Transfer Strategy

Sharing and re-use of collective knowledge toward value creation
Microsoft Services Knowledge Transfer Strategy

Organizational Artifacts

Organizational IP

Collective knowledge assets, Processes & Tools

Knowledge Collaboration Culture

Communities of Practice

Customer Engagements

Collaborate

Capture

Project Artifact

Codify

Champion

Cultivate

Organizational Artifacts

Explicit Knowledge

Consume

Personal Knowledge

Tacit Knowledge

Organizational Knowledge

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✓ Core team of 15
✓ Informal V-team of 150
✓ Every MSFT division
✓ Partnership with
  ✓ Guide Dogs – UK
  ✓ Future Cities Catapult

Cities Unlocked
The Digital Shift & Knowledge Key Drivers:

- User eXperience
- Machine Learning
Knowledge Navigator

1987

Back to the future

Click on picture to access video
About the Knowledge Navigator: It’s about User experiences!

“we came up with a list of key technologies to illustrate in the video, e.g., networked collaboration and shared simulations, intelligent agents, integrated multimedia and hypertext ...”

Published in Sketching User Experience
Bill Buxton, Morgan Kaufmann, 2007
Key technologies for knowledge management

Discovery & Collaboration

Tacit Knowledge

Explicit Knowledge

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Knowledge Discovery Approaches

Decision = Knowledge Relevancy $\times$ Trust

- Search
- Browse
- Push

- Social & Personal Network
- Company Library
- Company Network

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Collaboration and discovery technologies positioning

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<th>Interaction types</th>
<th>Asynchronous</th>
<th>Synchronous</th>
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<tr>
<td></td>
<td>Digital Knowledge Assistant</td>
<td>Screen, video, audio share</td>
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<td>File share</td>
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Discover new information tailored to you from your network

Connect people and topics that matter the most to your work

A natural new way to collaborate, navigate, and search across your organization

Delve: Powered by the Office Graph and Machine Learning

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Informal knowledge collaboration

Knowledge relevant to me
Informal knowledge collaboration

My knowledge library using folksonomy
Hi. I’m Cortana your knowledge assistant.

What can I do for you today?

Go find any internal or external articles on 3D printing technology and store them in my 3D folder on OneDrive.

Ranked these by date, the most recent on the top.

Alert me when you have 10 or more.

Disclaimer: Idea concept, not product announcement...
Intelligent Digital Knowledge Assistant

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GigJam is a new way of interaction. Don’t just exchange words, share molecules of work.

Summon all the information you need
GigJam is a blank canvas you can fill with information and actions from your business systems. Link across completely different sources: Office 365 emails, your contacts from CRM, and your company’s products, the combinations are endless. Just ask Cortana.

“Hey Cortana, filter my email by products...”
GigJam video demo at WPC 2015 by Julia White

Click on picture to access video
Addressing the world’s collective knowledge

TOP 10 LANGUAGE IN THE INTERNET
2015 Q2

- Chinese: 27%
- English: 33%
- Spanish: 10%
- Arabic: 6%
- Portuguese: 5%
- Russian: 4%
- Malay: 4%
- Japanese: 4%
- French: 4%
- German: 3%

Source: Internet World Stats – Estimated total Internet users are 3.270 Billions on June 30th 2015
INTERNET BIBLIOTHÉCAIRE 2015

Les bibliothèques font partie d'une plus grande information et l'apprentissage, la connaissance, partage, écosystème si elles opèrent au sein d'une communauté de campus ou organisation. Ils font partie de la « buzz into de service ». Et même s'ils sont dans le monde sans but lucratif, bibliothèques et bibliothécaires de l'Internet doivent fonctionner comme des entreprises et d'apprendre des pratiques commerciales. Les bibliothèques Internet utilisent leurs compétences non seulement dans les bibliothèques, mais aussi dans de nombreuses organisations et de nombreuses fonctions – moteurs de recherche, communications d'entreprise, développement des affaires et il. Les bibliothècaires Internet sont à repousser les limites et créer de nouvelles orientations pour leurs services. Recueillir des idées et des idées pour enflammer votre imagination et étinceler innovation à la 16e Conférence annuelle de la bibliothèque Internet et l'exposition que nous nous concentrons sur les nouvelles orientations qui prennent des professionnels de l'information au sein de la « buzz into de service ».

QUI DEVRAIT PARTICIPER

- Universitaires, public, privé, gouvernement, extraordinaire et bibliothèques scolaires
- Cadres et directeurs de la bibliothèque
- Gestionnaires de l'information
- Spécialistes et les architectes de l'information
Skype Translate

English, French, Spanish, Italian and Mandarin
+50 IM & Web

Click on picture to access video
By leveraging existing Librarians core competencies and by embracing the digital shift, new roles for Libraries and Librarians are emerging to create value.