Artificial Intelligence for Next Generation KM Programs

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AGENDA

○ Why KM Needs AI
○ Solution
○ Takeaways
○ Q & A

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INTRODUCTIONS

○ Started the KM Program in 2012
○ KMI certified Knowledge Manager
○ Based out of Washington, DC

ONKAR CHANDEL
GLOBAL KM LEAD
RED HAT
THE WORLD’S LEADING PROVIDER OF OPEN SOURCE, ENTERPRISE I.T. SOLUTIONS

<table>
<thead>
<tr>
<th>MORE THAN 90% of the FORTUNE 500 use RED HAT PRODUCTS &amp; SOLUTIONS*</th>
<th>~10,000 EMPLOYEES</th>
<th>S&amp;P 500 COMPANY</th>
<th>THE FIRST $2 BILLION OPEN SOURCE COMPANY IN THE WORLD</th>
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<tbody>
<tr>
<td>~10,000 EMPLOYEES</td>
<td>85 OFFICES</td>
<td>NYSE RHT</td>
<td>S&amp;P 500 COMPANY</td>
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<tr>
<td>85 OFFICES</td>
<td>35 COUNTRIES</td>
<td>RHT</td>
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*Red Hat client data and Fortune 500 list, June 2018
WHY KM NEEDS AI
# ACCOMPLISH KM GOALS

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<tr>
<td>1</td>
<td>Connect right person with right knowledge at right time</td>
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<tr>
<td>2</td>
<td>Enable associates to apply provided knowledge</td>
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<td>3</td>
<td>Harvest created knowledge</td>
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<td>4</td>
<td>Maintain and upgrade available knowledge</td>
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ENHANCE STRENGTHS

Human Brain  
Culture  
Resources

Make a machine know its user’s intent
ADDRESS KM CHALLENGES

Many information sources

Many knowledge generators

Many associates & languages

Rapid changing technology, business, & people

One solution does not fit all
SOLUTION
USE AI FOR CLASSIFICATION

- People
- Teams
- Images
- Videos
- Processes
- Tools
- Documents
- Training
INTEGRATE CONTENT WITH BUSINESS PROCESSES

Sample: Proposal writing process

1. Pre-Qualify
   - Training
   - Templates - English, French,...
   - How-to
   - FAQs
   - Sample - 1, 2
   - SMEs - 1, 2, 3

2. Write Proposal
   - Training
   - Templates - English, French,...
   - How-to
   - FAQs
   - Sample - 1, 2
   - SMEs - 1, 2, 3

3. Tech Review
   - Training
   - How-to
   - Sample - 1, 2
   - SMEs - 1, 2, 3
   - White papers
   - Case studies

4. Legal Review
   - Training
   - How-to
   - Sample - 1, 2
   - SMEs - 1, 2, 3

5. Submit
   - How-to
USE DEEP LEARNING BASED MODELING
TECHNOLOGY

Technology
- Python for AI
- Alfresco CMS
- Alfresco Activiti workflow
- Piwik analytics
- Solr search

Algorithms
- Random Forest
- SVM
- XGBoost (future)
- Neutral Net (future)
TAKEAWAYS
BENEFITS

○ Empower associates to make right decisions
○ Consistent delivery quality
○ Simplify process change management
○ Serve best content
○ Simplify content management
OBSERVATIONS

○ Training Data is key to success
○ AI can solve only a limited set of problems
○ Align people and processes for adoption
○ Deep learning takes time to mature
○ Human intervention / QA is required

AI based system is as good as underlying data, algorithm, processing power and rules.
WHEN TO USE AI

- Large and/or unstructured data sets
- Many information sources
- Rapid changing knowledge
- Push unknown knowledge
- Uncover the unknown
KM AI CANDIDATES

Enterprise Search
Knowledge Base
SME Locator
Training Systems
Business Processes
Q & A
Thank You!

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