Title: Tools to Support Knowledge Capture and Organization

Topic: Cross-Cutting Themes

Author and Organization: Rebecca Nash - 366N

Coauthor(s): Lynne P. Cooper, Alix A. Kneifel

Time:

Location: 167 Conference Room

Abstract:

Knowledge capture is the process of converting personal knowledge into a form that can easily be shared with others. A variety of tools exist which help an individual or group articulate and organize materials by, for example, interacting with users to identify relationships, acquiring the necessary level of detail, and resolving errors and ambiguities. These tools differ from knowledge management tools used to store and manage information once it has already been articulated, e.g., document management tools such as DocuShare, configuration management tools such as PDMS, collaboration tools similar to Groove or Lotus Notes, and from tools that support specific design processes (e.g., CAD and CAE).

Knowledge capture tools can be categorized based on the functions they perform: Harvesting (e.g., the Infinos system), organizing and mapping relationships (e.g., Mind Manager), text-mining technologies (e.g., Inxight and Autonomy tools), and decision rationale capture (e.g., Compendium). Although knowledge capture-related COTS tools are evolving, few of them support or perform automated data classification and/or data cross-referencing, almost all cater only to the PC environment, and very few easily integrate with other tools.

This presentation will identify categories of knowledge capture tools and describe the capabilities found in representative commercial products. We will also examine what workers have implemented to organize and manage their personal knowledge. Finally, we will discuss the gaps between existing and desired capabilities.

JPL IT Symposium 2002

Close