



SAP NetWeaver IT Scenario Overview Enterprise Knowledge Management

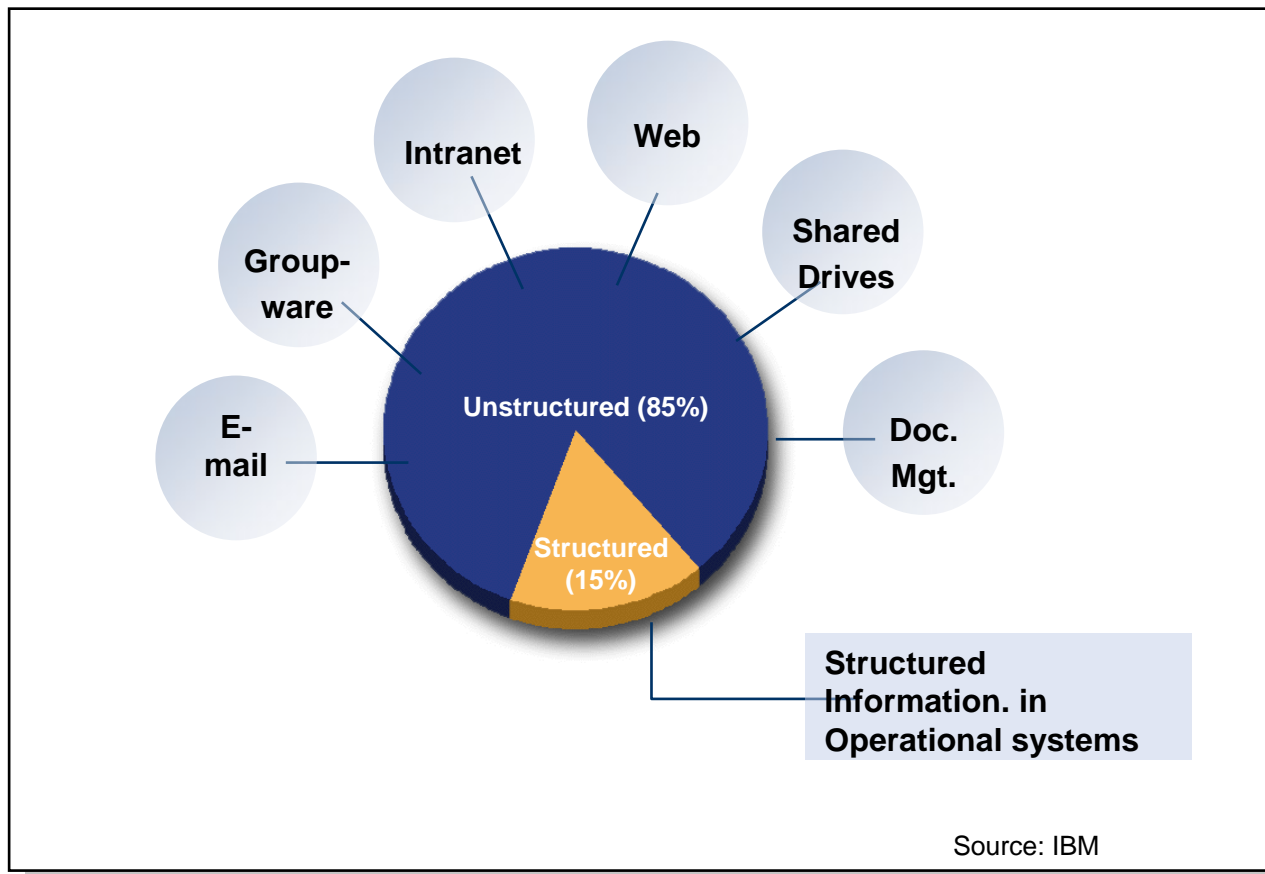
Version 1.1

**SAP NetWeaver Product
Management, SAP AG**

Why Enterprise Knowledge Management? I

Without a central enterprise knowledge management:

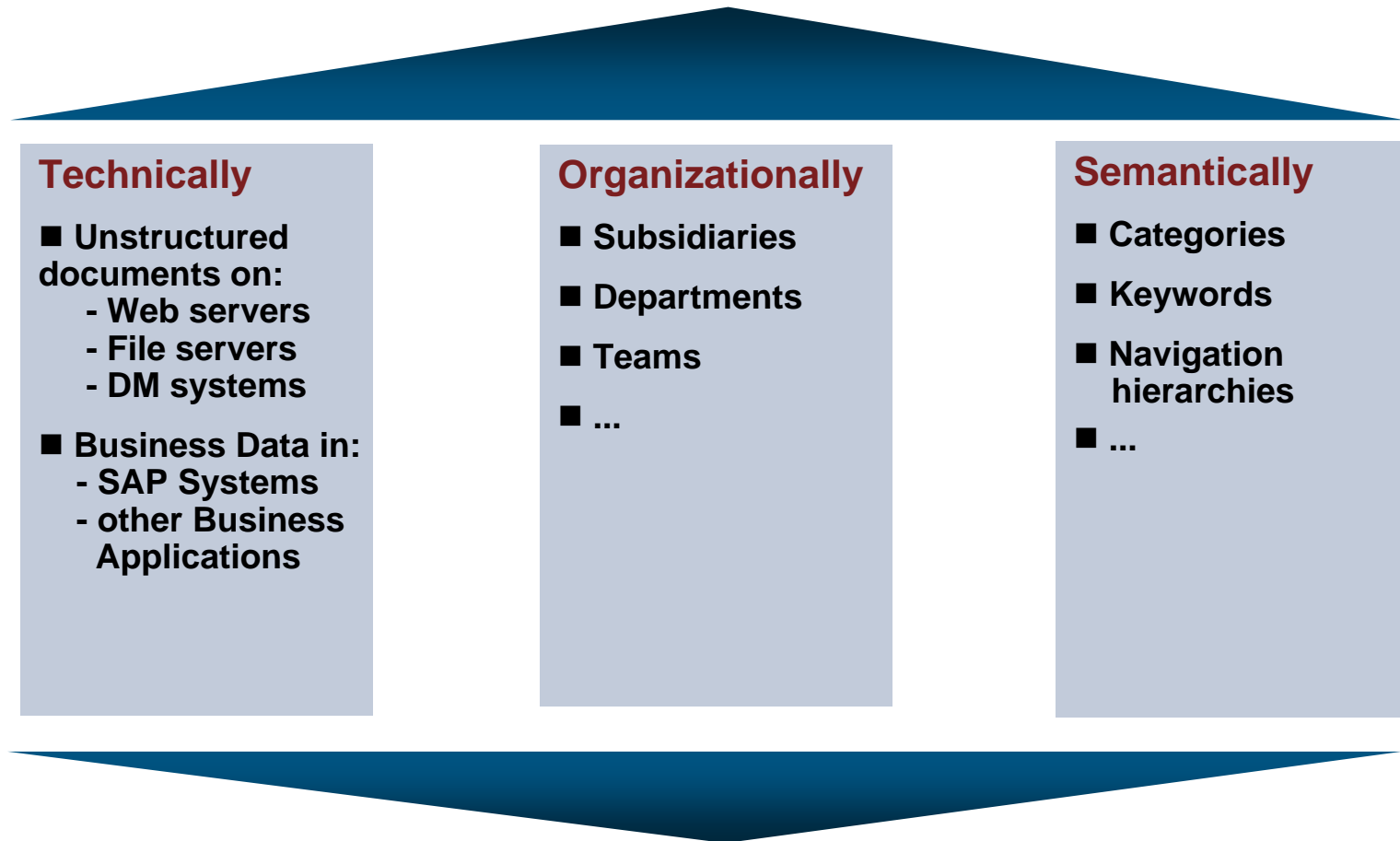
- People do not find the right information
- Related information cannot be connected
- Collaboration and information exchange between people does not work



Source: IBM

Why Enterprise Knowledge Management? II

...to solve the dilemma of distributed unstructured information in organizations and put it into business context.



Benefits provided by enterprise knowledge management:

Benefits for Users:

- **Receive relevant, role-based and personalized information**
- **Be alerted about information**
- **Find information quickly with advanced retrieval functionality**
- **Enable yourself to act on information**
- **View information from different sources in one UI**
- **Access people as information sources**
- **Share information easily**
- **Benefit from intelligently routed information**
- **Put unstructured information into business context**

Benefits for IT Operations:

- **Integrate your proven information landscape...**
- **...or replace it completely**
- **Unify the content management approach**
- **Administer one single platform for business applications and content management**
- **Offer one search engine for the entire enterprise**
- **Lower the cost of operation**
- **Receive synchronized deliveries of platform and applications**

IT Scenario – Enterprise Knowledge Management

Enterprise knowledge management provides all you need to plan, build, and operate an integrated work environment for information workers

- **Consolidation and integration of customers' Intranet platforms**
- **A technical platform to rebuild and consolidate different internal information strategies into one, easy-to-maintain framework**
- **Adaptable user experience through configurable user interfaces for the easy creation and distribution of information**
- **Search capabilities that span all document repositories in your organization**
- **A solution to manage documentation, training materials, and manuals**

Scenario Variant “Content Integration and Management”

Provides the infrastructure for:

- integrating repositories
- defining metadata
- indexing documents
- creating taxonomies
- configuring user interfaces

Scenario Variant “Content Creation, Publication and Access”

Provides the functionality for:

- setting up an authoring environment
- uploading or otherwise creating documents
- publishing, classifying, approving, and sharing information
- searching for, navigating to, or being notified about information

Scenario Variant “Training Materials, Documentation, and Manuals Management”

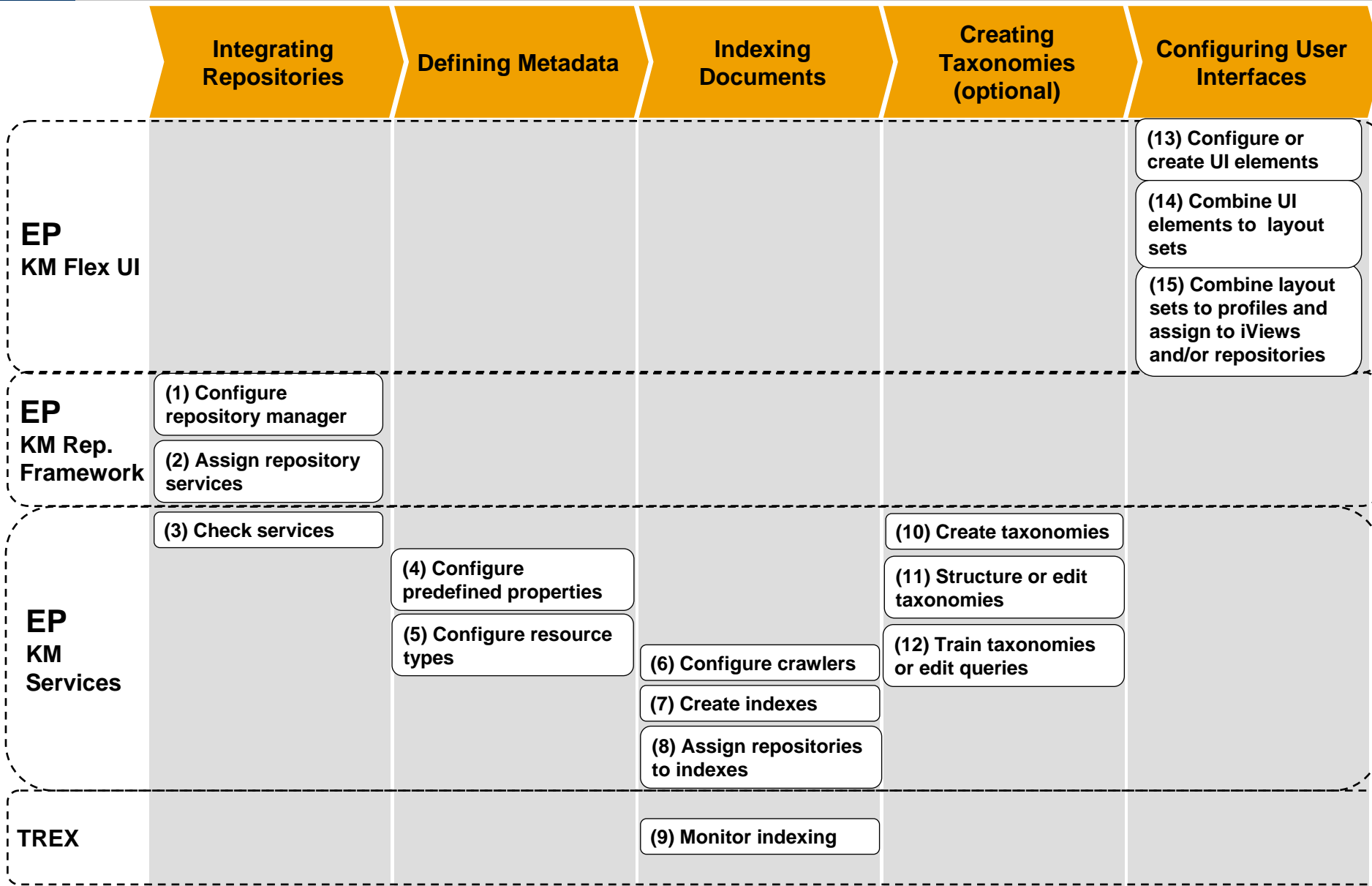
Provides an environment to manage, create, translate, and publish documentation, training materials, and manuals

- managing the knowledge environment
- Creating, editing and publishing documentation and training materials
- viewing documentation and training materials

Benefits

- Integrate **or** replace pre-existing solutions
- Unify the content management approach
- Rely on common services over all repositories
- Rely on one search engine for all repositories
- Offer alternative navigation approaches
- Configure one or several user interfaces, applying to all connected repositories

Content Integration and Management – 5 processes, 2 usages



Benefits

- **Set up an easy-to-use authoring environment**
- **Easily author template-based content**
- **Benefit from automatic classification**
- **Access alternative viewing formats**
- **Find information with advanced retrieval functionality**
- **Receive notifications about information**
- **View information from different sources in one UI**
- **Handle information from different sources with a set of common services**
- **Put information into a business context**
- **Easily share information**

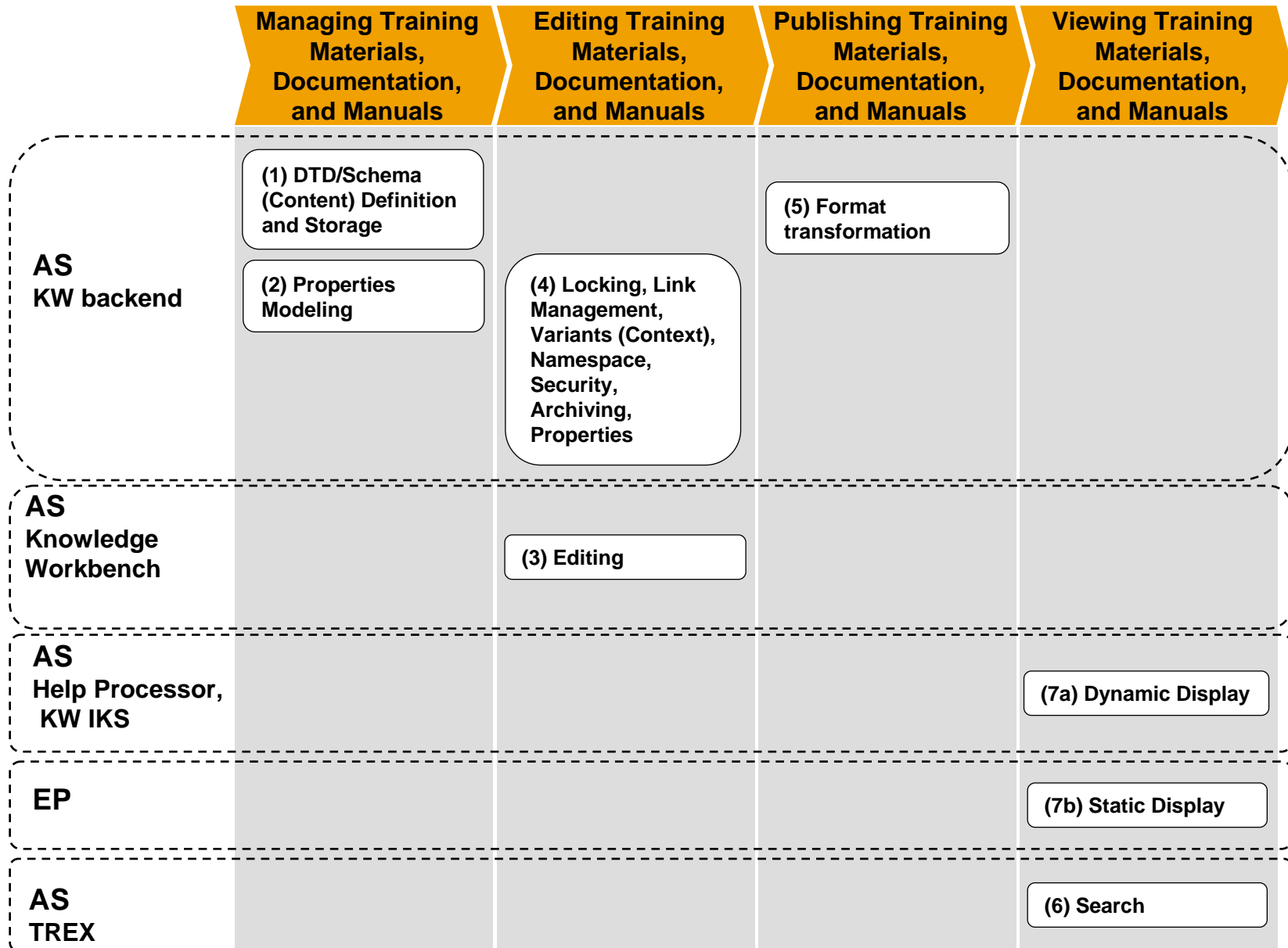
Content Creation, Publication and Access – 5 processes, 2 usages

	Creating an Authoring Environment	Creating Documents	Making Information Available	Viewing Documents	Working with Documents
Desktop local	(5) Create file templates	(8) Upload document via WebDAV (9) Fill in template			
EP KM Flex UI	(6) Create XML forms	(10) Fill in XML form (11) Upload document	(22) Create entry points (21) Maintain link lists and common folders	(26) View document details (23) Search and find document and view HTML or native format (24) Browse for document and view HTML or native format	(27) Perform file operations (copy, move, delete, download, rename, edit)
EP UWL		(12) Approve or reject documents	(20) Maintain subscriptions	(25) Subscription notification	
EP KM Services	(7) Assign file templates (4) Set up time-dependent publishing (3) Set up approval process (2) Set permissions	(13) Tag document with metadata	(19) Maintain sponsored links (18) Manually assign document to taxonomy		(28) Use services (subscribe to, send to, give feedback to, add to favorites, collaborate)
EP KM Repository Framework	(1) Organize folder structure	(14) Document storage	(15) Convert document to HTML		
TREX			(16) Index document (17) Automatically classify document		

Benefits

- **XML-based authoring environment for documentation and training materials**
- **Simple and model-driven authoring process**
- **Single source – multi-channel publishing**
- **Target-group-oriented content production**
- **Content reuse**
- **Reduction of manual data maintenance in documentation**
- **Integration in SAP system landscape**
- **Unified view and services on knowledge transfer assets**
- **Integration into business processes**

Training Materials, Documentation, and Manuals Management – 4 Processes, 2 Usages



IT Scenarios or Variants

- Running an Enterprise Portal
- Enabling User Collaboration
- Information Broadcasting
- Business Task Management

SAP Business Solutions

- mySAP CRM
- mySAP PLM DMS
- mySAP HCM

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