

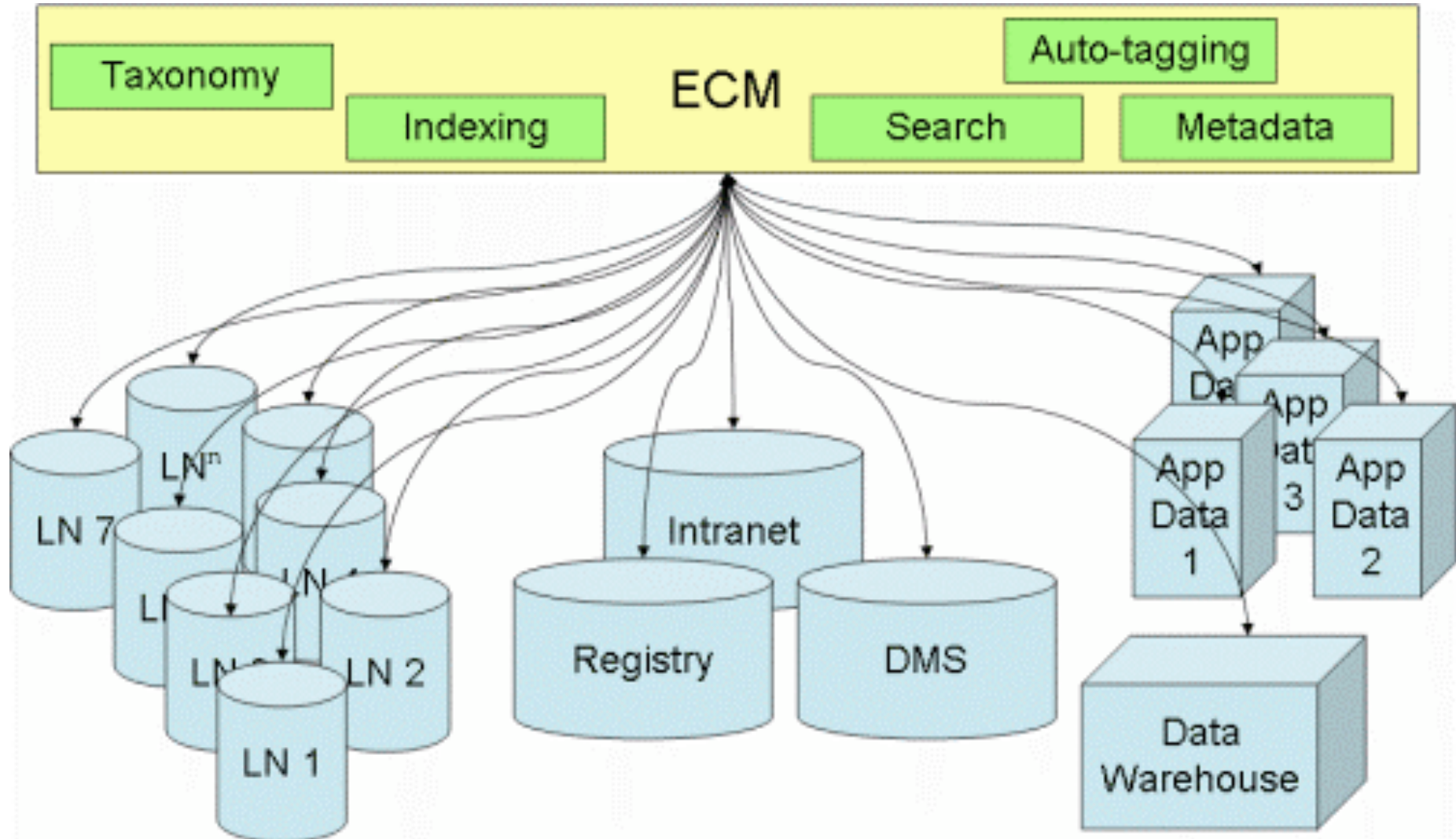


Straits Knowledge
Redefining corporate knowledge

Information Neighbourhoods



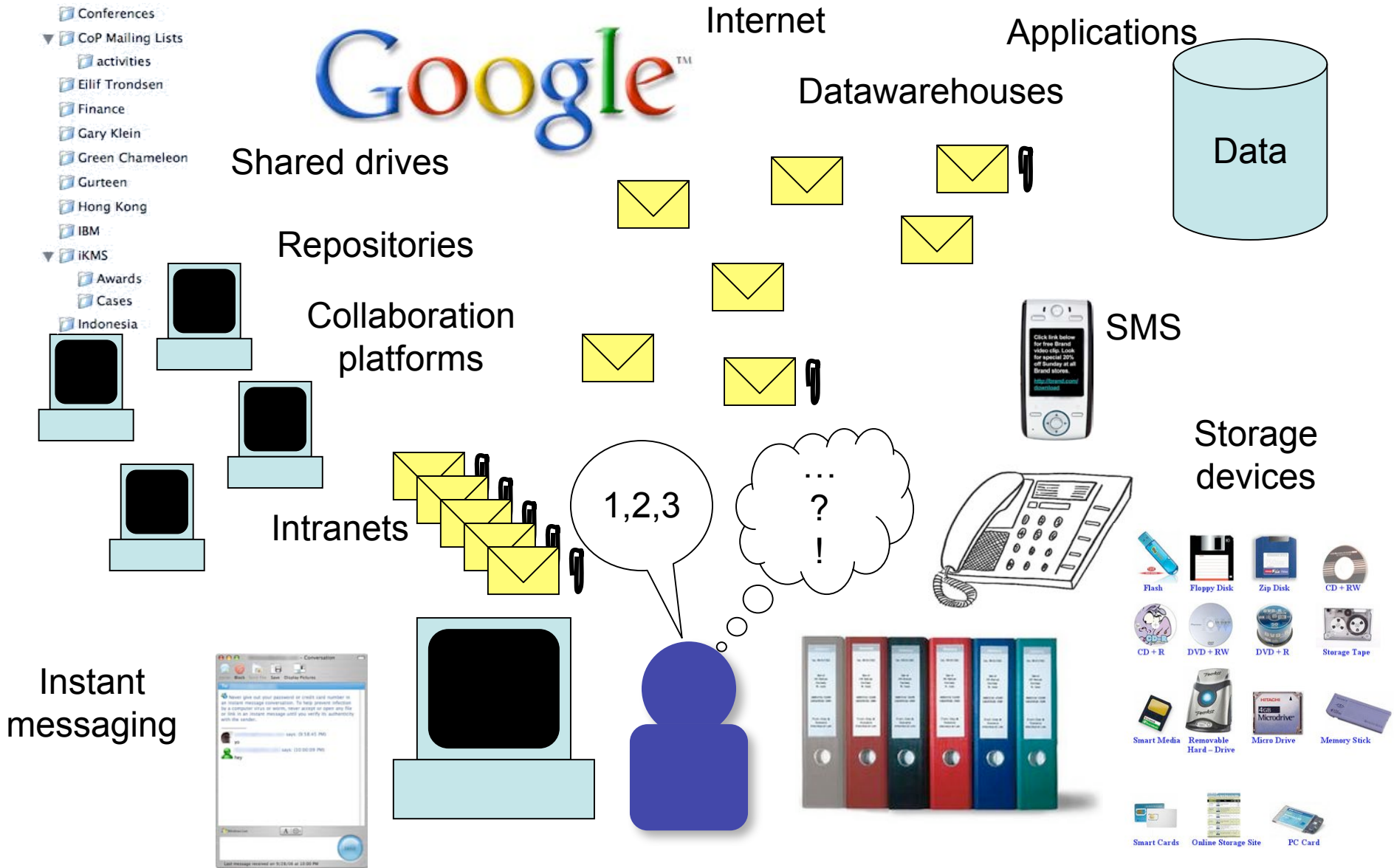
Our Information Environment?



Personal Info Clouds



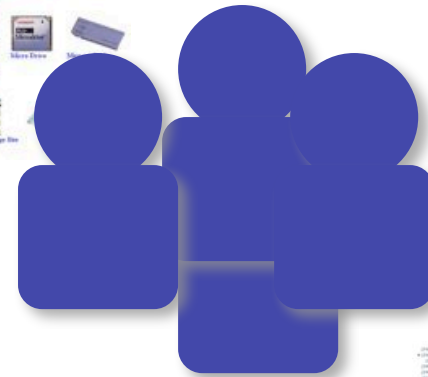
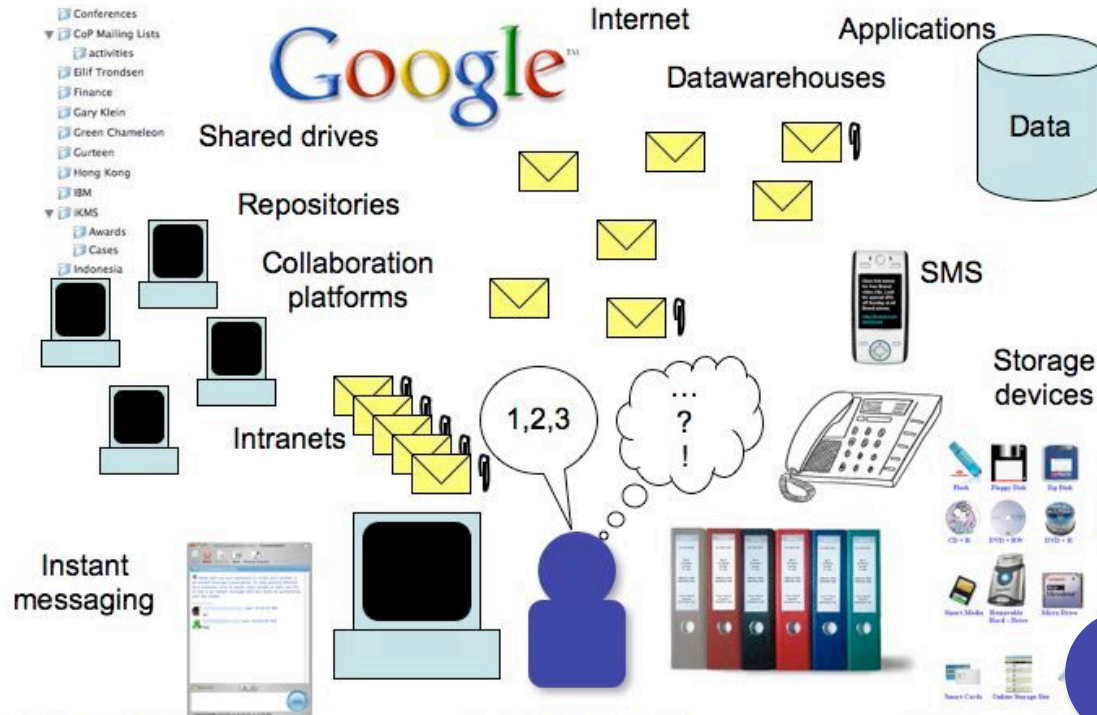
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Workgroup Info Clouds



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Information Neighbourhoods

- Based on the idea of a “Taskonomy”
- Arrangements of information to suit the typical activities of a community, workgroup or project team
- Contain most frequently used information resources (pertinent content) and additional useful information (relevant content)
- Link to tools, activities, applications that are frequently used with this information
- **OPPOSITE** of a standardised platform for the whole enterprise

P-R-A Framework



Genre: Post-match report

<p>Pertinent stuff</p> <ul style="list-style-type: none"> Post-match write up Stats Archive of post-match reports <p>More...</p> <ul style="list-style-type: none"> Photo gallery Rate players Virtual replay Trivia 	<p>Relevant stuff</p> <ul style="list-style-type: none"> Related stories Country-sections External links <p>Action stuff</p> <ul style="list-style-type: none"> Email to friend del.icio.us it Digg it Printer friendly Your views
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Need: Admission details at-a-glance

<p>Pertinent stuff</p> <ul style="list-style-type: none"> General admission requirements Dates & deadlines Application fees How to apply <p>More...</p> <ul style="list-style-type: none"> PDF download? ? 	<p>Relevant stuff</p> <ul style="list-style-type: none"> Accommodation & Living expenses Financial aid & scholarships Part-time employment <p>Action stuff</p> <ul style="list-style-type: none"> Set deadline reminder Contact customer support
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Genre: Staff pages

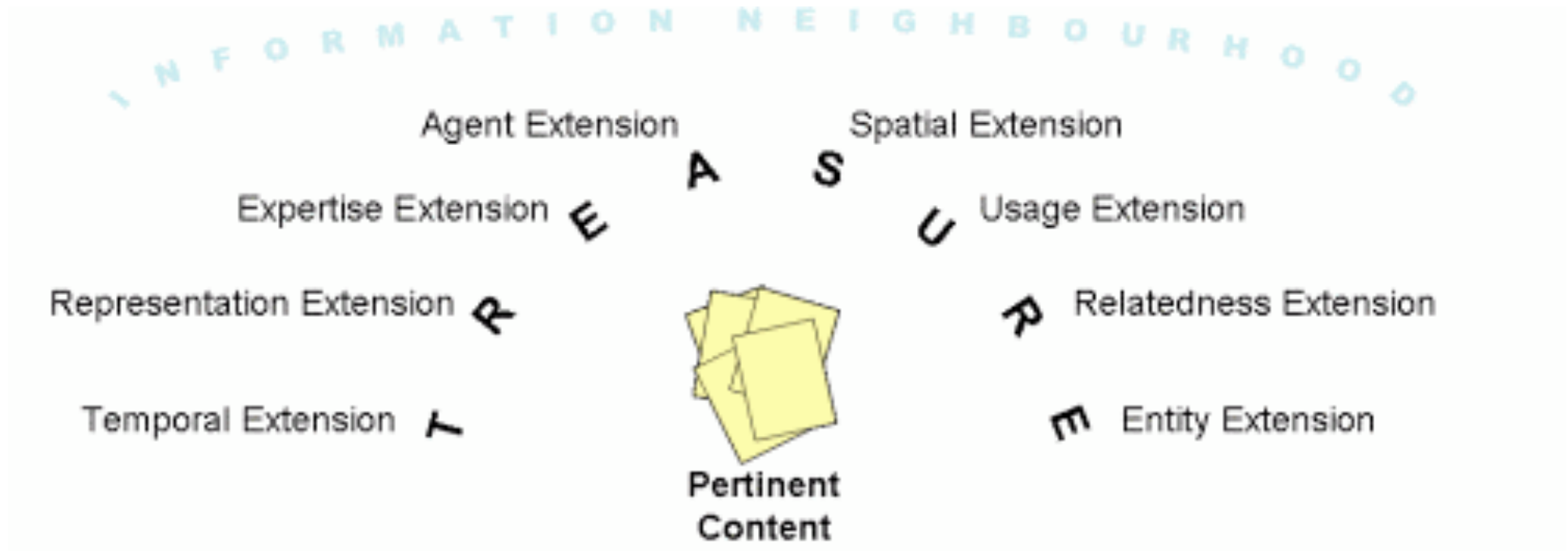
<p>Pertinent stuff</p> <ul style="list-style-type: none"> Name Email Dept. Job role Contact details Reporting details <p>More...</p> <ul style="list-style-type: none"> Skills and expertise Projects worked on Research interests Blogs ... 	<p>Relevant stuff</p> <ul style="list-style-type: none"> FOF circle Dept. staff listing <p>Action stuff</p> <ul style="list-style-type: none"> Send introduction Add to Address book <p>Email this page</p> <ul style="list-style-type: none"> Print this page <p>Find similar</p> <p>Search staff directory</p>
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Need: Hiring of new sub-contractors

<p>Pertinent stuff</p> <ul style="list-style-type: none"> Overview Hiring policies Financial terms Legal issues HR matters Security <p>How to apply</p> <ul style="list-style-type: none"> Forms FAQs 	<p>Relevant stuff</p> <ul style="list-style-type: none"> Sub-contractor directory Blacklisted sub-contractors <p>Action stuff</p> <ul style="list-style-type: none"> Fill out application Already submitted? Check status <p>Add subcontractor to directory</p> <p>Email this page</p> <ul style="list-style-type: none"> Print this page
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Relevant Information & Actions





Four Steps

1. Identify the audience, name them and describe them - why should they share a neighbourhood (tasks, stakeholders or information resources in common)?
2. Describe a range of typical task scenarios performed by the audience (template enclosed below)
3. List the primary and secondary information assets used by the audience in those tasks, and organise them; identify follow up actions using that information (checklist enclosed below)
4. Agree the housekeeping roles and rules



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Any Questions?

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Name of Project, Community, Workgroup:	
Typical Activity of Workgroup:	
Scenario Writers:	
Task:	
Who:	When/Frequency:
Objective of Task:	
Steps (especially information-related steps): 1.	
Links to/Followed by other Tasks/Activities?	
Additional Needs/Comments:	

Information Neighbourhood – Relevant (Secondary) Information Checklist

Use this checklist to brainstorm useful secondary information resources to supplement the major information resources you have identified for your community's main activities and tasks.

Name of Project, Community, Workgroup:
Main Purpose of Workgroup:
Temporal Extension: <i>Might visitors want to scroll backwards through the history of this information resource, check previous versions, archives, or timelines associated with the pertinent content? Might they want to scroll forward, and anticipate future events or draw up plans? Eg. calendars, templates, planning documents.</i>
Representation Extension: <i>What alternative ways of representing this content help you access, understand and use this content? Are there associated images, photographs, video or audio files that would help represent or amplify the content? Are there different points of view on the same domain that need to be represented?</i>
Expertise Extension: <i>Does this domain (or part of it) have more detailed specialist knowledge associated with it that should be linked here, so that visitors can drill deeper if they need to? Eg research papers, expertise directories, external specialist sites or subscription databases.</i>
Agent Extension: <i>What else might your visitors want to know about any people, groups or organisations represented in your pertinent content? Eg profiles, directories, lists.</i>
Spatial Extension: <i>What else might your visitors want to know about any places and locations mentioned in your pertinent content? Might they want to look at adjacent locations or expand to a regional focus? Eg. maps, location profiles, directories.</i>
Usage Extension: <i>In what ways might visitors want to use your pertinent information? What might they want to do next? What actions can you facilitate? Eg ranking, voting, commenting, making an application, beginning a workflow. The webpage must be designed to enable closure of an information need and the completion of the task at hand. Hence, appropriate action-oriented links should to be presented on the same webpage. Examples of action oriented links include email, print, share, update, compute, submit, tag.</i>
Relatedness Extension: <i>What are the likely related topics or categories of material that your users might be interested in? If your taxonomy doesn't tell you, analysis of search and browse patterns of visitors will start to suggest ideas for this.</i>
Entity Extension: <i>If your information resource contains information about things or places, what else might your visitors want to know about the objects or parts of things that may be mentioned in your pertinent content? Eg machines and machine parts, different types of the same thing, things that can be done with the objects, or how they can be used.</i>