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Information and Knowledge Portals

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The Webinar

- Please submit questions anytime during the event
- Unanswered questions will be compiled into a FAQ and posted on our web site
- If you can't use LiveMeeting – we placed the presentation online – www.ii3.com/webinar
- Panelists are participating from remote locations – we will use a round robin mode

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Agenda

- Opening Remarks
- 3 Short Presentations
- Panel Discussion
- DOs and DON'Ts
- Survey

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Information and Knowledge Portals | A Practical View



Shy Alter
CEO



About ii3

- Canada's Leading KM Solution Provider
- Knowledge Management “boutique” since 1992
- Professional Services & Repeatable Solutions
- 20+ Knowledge Management Professionals
- Our clients: **Law Firms** (Stikeman, McCarthy)
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About **Advance** Knowledge

- A ‘know how’ database of knowledge in context
- The firm’s “go to” place for editorialized and actionable knowledge
- The definitive resource that summarizes the firm’s best, most significant work to date
- A launch pad that allows a faster start to any new deal or matter – with high degree of confidence
- Stand alone as well as integrated with portals and MS Outlook

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CEO
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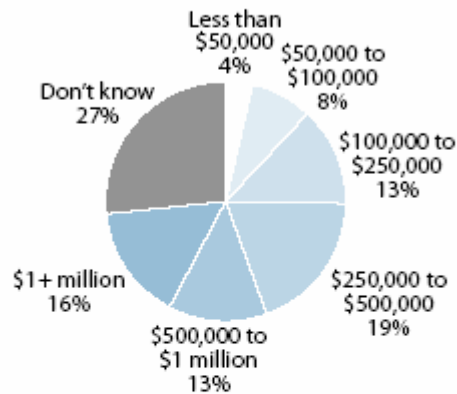


Portals could be:

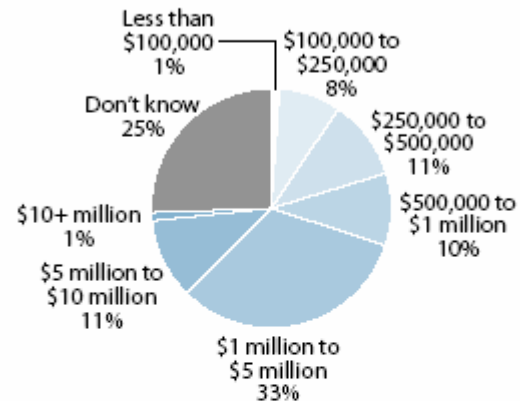
- **An integration point** for disparate information that in turn helps streamline execution of tasks
- **Theme oriented** as opposed to functions oriented
- **Business process oriented** – allowing stakeholders to collaborate and execute more seamlessly through a given business process
- Used to **expose and leverage** the firm's existing repositories from a single, possibly personalized point of entry
- **Client focused** – allowing for a more holistic view of the client and activities that affect how we service them

Figure 1 Portals Consume Significant Resources

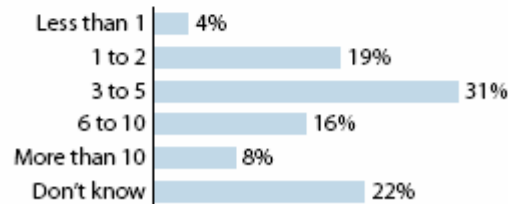
1-1 "What is the approximate price paid for all portal software?"



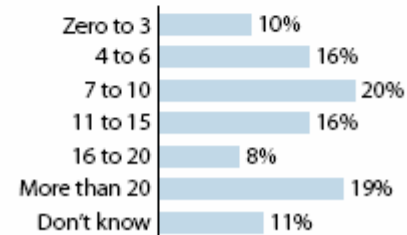
1-2 "What is the approximate cost of fully implementing and maintaining this portal over its first three years?"



1-3 "How many full-time employees are employed to facilitate your portal?"



1-4 "How many systems do you think will integrate into your portal?"



Base: 83 \$100 million-plus companies with portals

Source: Forrester Research, Inc.

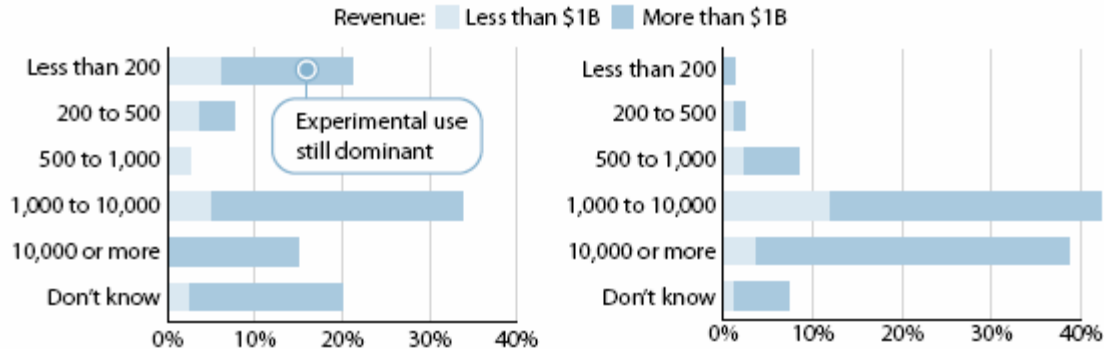
Source:
**Portal Projects In Search
 Of A Purpose**
 by Laura Ramos
 with Laurie M. Orlov, Colin
 Teubner



Figure 2 Active Employees Dominate Use Models

2-1 "How many active, registered users are served by your portal today?"

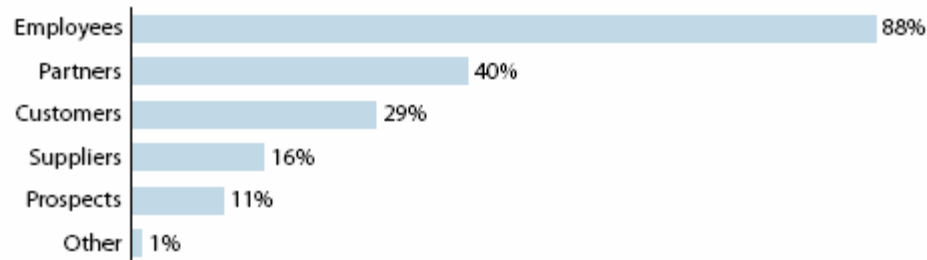
2-2 "How many active, registered users will be served by your portal in two years?"



Base: 80 \$100 million-plus companies with portals

Base: 83 \$100 million-plus companies with portals

2-3 "Which audience(s) is your most current portal intended to serve?"



Base: 83 \$100 million-plus companies with portals (multiple responses accepted)

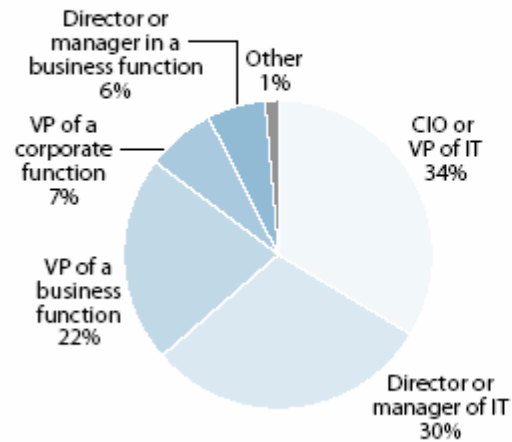
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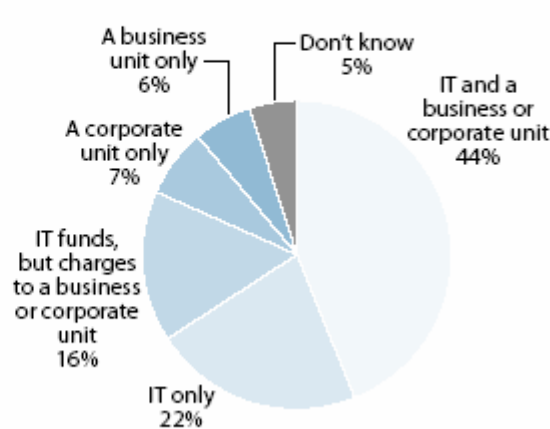
Figure 3 Who Runs The Portal And Where Are They Going?

3-1 "Which of these matches the job title of the executive sponsor of your portal?"



Base: 83 \$100 million-plus companies with portals

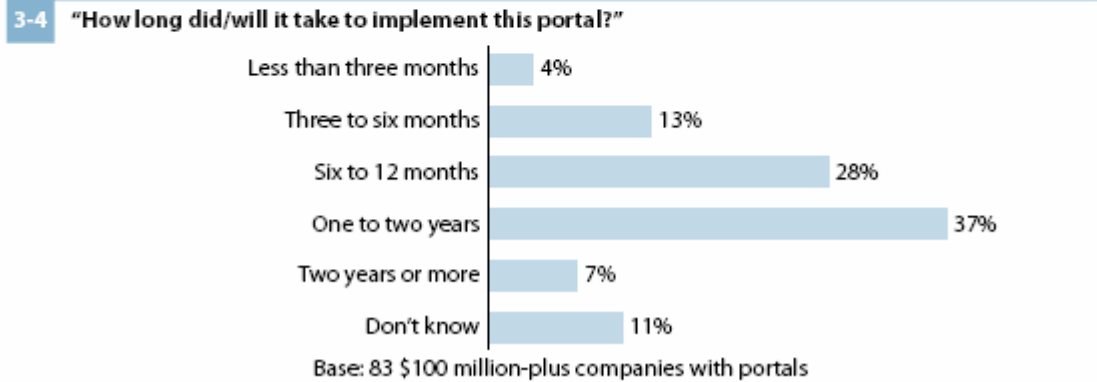
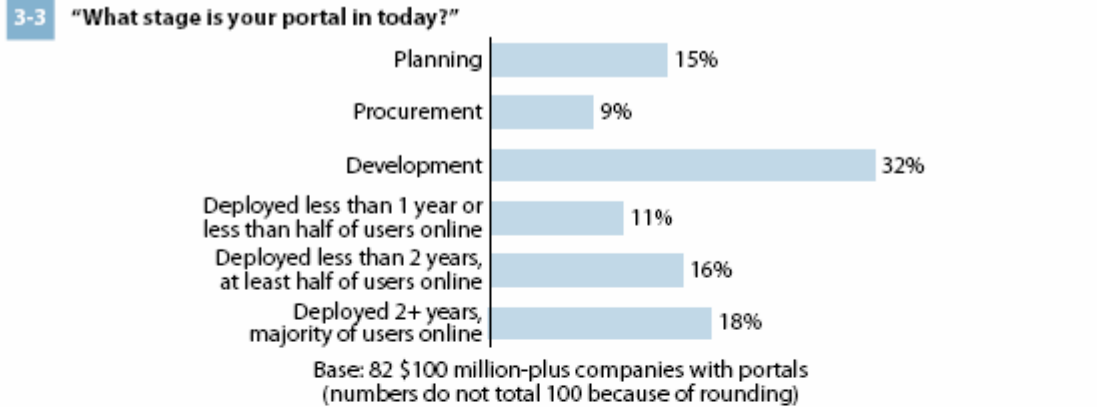
3-2 "Which department or group inside your organization funded your portal?"



Base: 82 \$100 million-plus companies with portals

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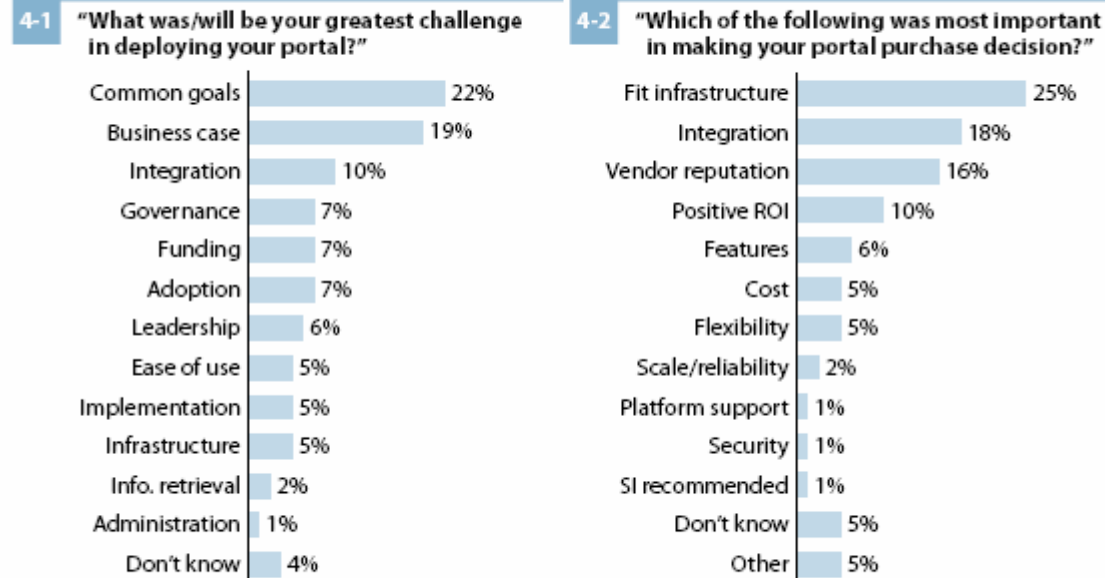


Source: Forrester Research, Inc.

Source:
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Figure 4 IT-Related Issues Dominate Portal Decision-Making



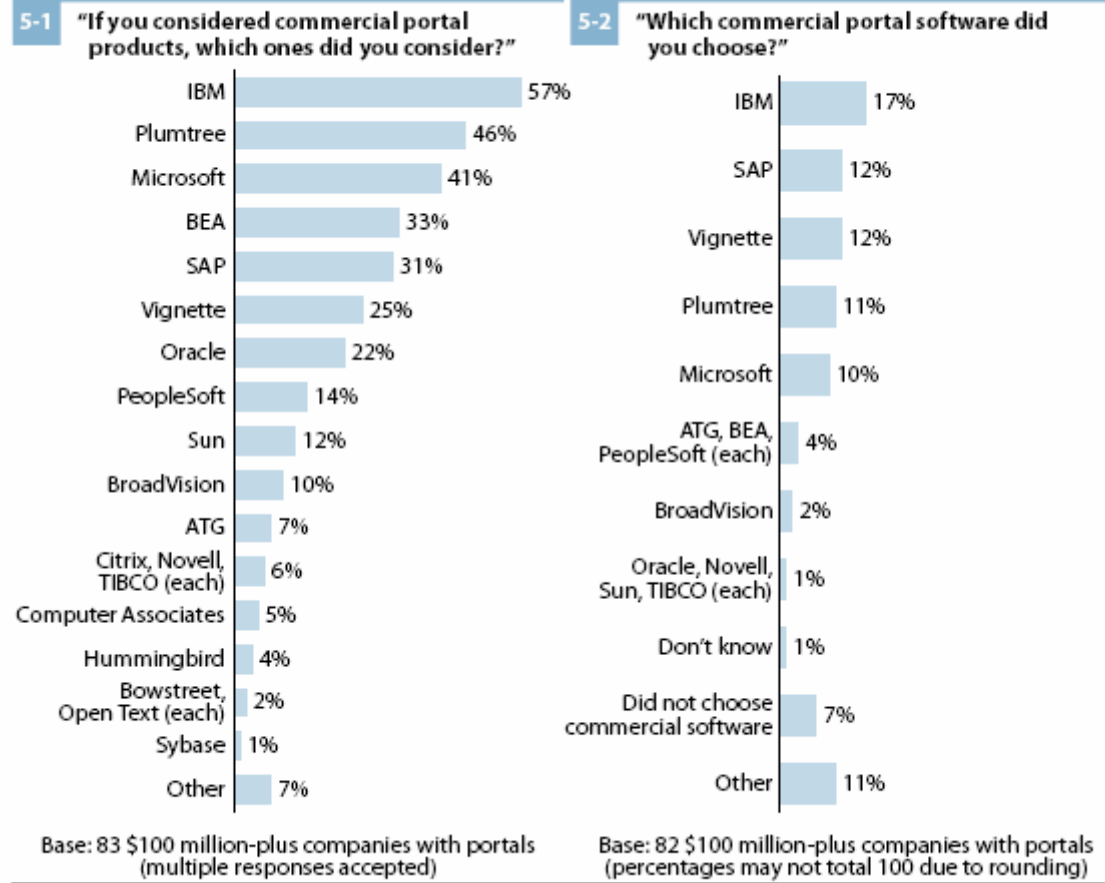
Base: 83 \$100 million-plus companies with portals

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Figure 5 Portal Buyers Start To Show Preferences



Source: Forrester Research, Inc.

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**Portal Projects In Search
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Figure 6 Portals Shift To Center On Business

Characteristic	Today's portals	Applied portals	Example applications
Relationship to business apps	Disconnected	Process-specific Loosely coupled	Sales/marketing lead and prospect management
Roles	Departmental Broad	Contextual, activity-oriented Focused on the individual	Employee benefits administration during open enrollment
Sponsorship	IT	Business unit executives	VP of marketing Hospital administrator
Use of analytics	Separate window used to view reports	Contextual decision-making or for use within processes	Executive or operational dashboards
Degree of enterprise awareness	Manually mapped to corporate directory	Context-aware Standards-based user profiles migrate easily between directories and portals	"Director of product marketing, working on budgeting, key review meeting Tuesday"
Collaboration	Task sharing	Problem resolution and process refinement	Idea generation and management Competitive intelligence
Project work	Document sharing	Project life cycle-oriented	Proposal development Product launch

Source: Forrester Research, Inc.

Source:
Portal Projects In Search Of A Purpose
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