Join Our Email List



Enterprise Social Media



www.cebe-itkm.com info@cebe-itkm.com +1 415 870 ITKM Twitter: @cbaudoin

Archive: Previous KIT Issues

Forward this issue to colleagues and friends: use the "forward email" link below at left, rather than "Forward" in your email software, to preserve your privacy, give the recipient more options (their own unsubscribe link, etc.) and to give us better click-through data. Thanks!

3D Printing for Formula 1 Car Parts

In this <u>short video</u>, Renault engineers explain (in very British, not French, accents) the role that additive manufacturing, using 3D printing equipment from 3D Systems, a South Carolina company, plays in creating the custom parts needed for each year's new model of Grand Prix race cars.

Thanks to Joel Rosenberg, Expert in Smart Technology for the European Commission (among other titles) for sharing this.

KMWorld Report on Content and Knowledge Management

Earlier this year, KMWorld -- the organization behind the annual conference of the same name -- published a report entitled "Looking to the Future: 2020 Insight." We read it and digested it for you.

On the negative side, there are lots of platitudes or head-scratching pronouncements (here's a gem: "over the course of the past decade, digitalization has created an undeniable shift to bring businesses to where they are now." Duh.) The conclusion section is also an accumulation of obvious statements. This said, we extracted a few useful points:

- Suppliers and customers appear to focus on customer experience -specifically, arming call centers with the knowledge to answer customer questions. Much less attention is given to the internal sharing of knowledge in non-customer facing functions (engineering, manufacturing, maintenance, etc.) We think this is a mistake, especially considering how many people whose knowledge resides only in their heads are being laid off during crises such as the current one.
- There's a bit of a "flight forward" attitude -- people haven't solved their knowledge capture and sharing yet, but they're already talking about adding AI to the mix, clearly viewing it as a magic bullet.
- The market is growing quickly. "According to Fortune Business Insights, the global enterprise content management market size, which includes content workflow, document management, imaging and capturing, web content management, record management, mobile content management, digital asset management, and case management, was valued at \$15.33 billion in 2018 and is projected to reach \$43.16 billion by 2026 for a compound annual growth rate of 14%" (you will have noticed the use of completely useless precision in the target number, one of our pet peeves).
- Data protection issues are well known by now, but the paper contains useful and specific estimates of the costs of compliance with regulations such as Europe's GDPR and California's CCPA -- and the cost of remedying data breaches when they occur.
- The paper mentions knowledge graphs as an important technology to organize information and extend taxonomies and ontologies, but gives very little detail.

Seen Recently...

"We shouldn't presume that a group of experts somehow knows what's best."

-- U.S. Senator Rand Paul, in a widely mocked comment made during a legislative hearing. The more charitable responses on the Internet boiled down to "please look up the definition of the word 'expert'."