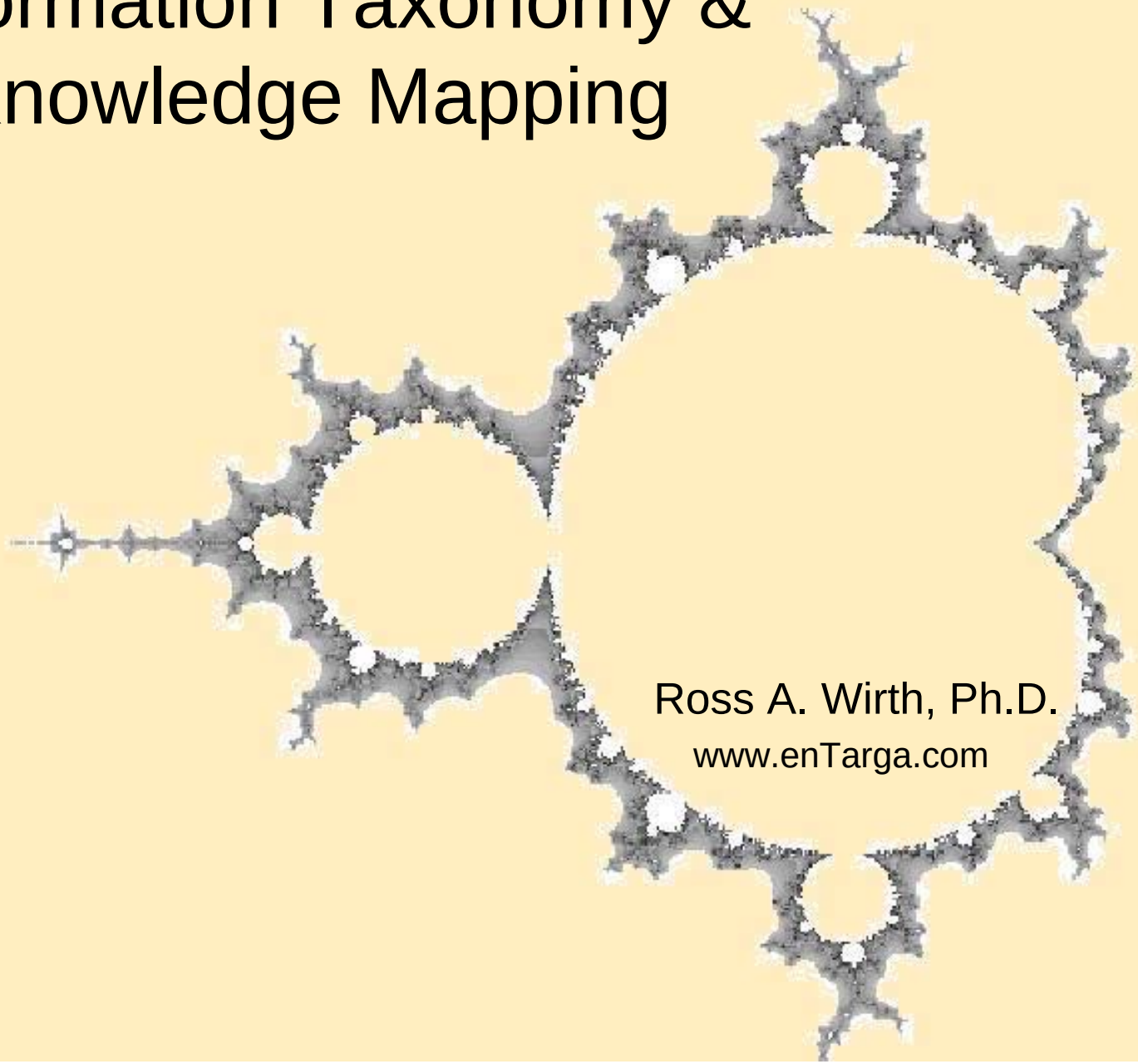
Information Taxonomy & Knowledge Mapping



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Discussion Questions

- Is there any consistency in information classification across the organization?
  - How would such consistency be
    - defined?
    - beneficial?

Structure within a mess

- Hierarchical organization of information
  - Categories – like original Yahoo directory
- Networked information
  - Cross-referenced links – like web surfing
  - Within & between silos of information
- Searchable mess of information
  - Embedded similarity – like Google search
  - Requires knowledge of search boundary

Taxonomy of information

- Taxonomy is the organization of information
  - Context not found by search alone
    - Hierarchical relationships
    - Cross-relationships
- Driven by usability
  - Makes intuitive sense
    - Terminology & common sense linkages
  - Uses both technical & common language
  - Allows multiple pathways to information for
    - Classifying new content
    - Locating existing content
  - Known & available to those who need to know
    - Yet with adequate security controls

Requirements

- Goal is not to have a perfect taxonomy, but one that is adequate and can be improved
- Multiple approaches to classification
- All information should be classifiable
- Each category should be distinct
- Category depth within reason
  - Add sub-categories (sub-folders) as necessary as folders get too large
- Easy to classify & maintain information

Information Organization

- Does not require a central database
  - Silos are not a problem with sufficient linkages from other entry points
  - Local control with global availability
- Origin of Information identifiers
  - Primary – title or name of document
  - Meta – information about the information
  - Detail – the content itself

Presentation of Taxonomy

- Alphabetical list
- Hierarchical relationships
  - Organizational source
  - Functional use
  - Knowledge form
    - Best practice, lessons learned, behavioral, business, individual, collective, customer, etc.
- Linked in context with other information
- Searchable mess
  - Content alone
  - Meta data

Knowledge Mapping

- Visual information relationships
  - Can use multiple approaches to taxonomy
    - Document centric
    - User or expertise centric
      - How users think about their work
  - Scaleable both upward & downward
    - Hierarchical levels of detail (summarize/blow-up)
    - Across knowledge silos (cross linked)
    - Expert & novice levels (multiple entry points)
  - Can be expanded to business process mapping

K-mapping Action Plan

- Agree upon knowledge mapping as needed
- Understand the domain of each search engine
- Identify opportunities
  - What is difficult to find or access?
- Identify & map
  - Taxonomy in use for each knowledge base
    - Only down to the level of detail needed
    - Identify missing navigation & voids
  - Linkages between knowledge elements
    - Use existing structure wherever possible
  - How to interpret & use the information
    - Link to expertise (document or person)
  - Meta information (often not used, unfortunately)