Chapter IV

Computer Software Found in Optimal KM/WM Systems

Issues

- To show the importance of computer software to connect "points of wisdom" in a typical company
- To underscore the changing nature of computer software of today and tomorrow that affects optimal KM/WM systems
- To set forth appropriate computer software that is found in implementing and growing optimal KM/WM system
- To present an overview of effective software for optimal KM/WM systems that is capable of assisting decision makers in judging soundly over time

Introduction

In the pursuit of judging soundly about connecting "points of wisdom" in a typical company about what needs to be done today and tomorrow, there is a wide range of current software packages that are helpful in implementing and growing optimal KM/WM systems. This is the subject matter of this chapter. The

software explored includes the following: *new business models, optimization, goal programming, product lifecycle management, predictive analytics, and knowledge discovery (data mining).* In addition, *data visualization software* and *virtual reality software* are included. Still other software packages could have been included, such as business intelligence and online analytical processing. In the near future, it is expected that newer software packages will be developed that truly fits under the category of optimal KM/WM systems. In cases where complete optimization is not practical, as in poorly structured problems, near optimum solutions using the above software packages are beneficial to a company's decision makers.

Computer Software Can Assist in Connecting "Points of Wisdom" in Optimal KM/WM Systems

As noted in the prior chapter, a business process management (BPM) approach allows "points of wisdom" to be connected in such a manner that decision makers can take a comprehensive approach to organizational operations today and tomorrow. For example, Sam Walton, the founder of Wal-Mart, connected in a most important way how the customers and suppliers interact. In effect, he connected the "points of wisdom" such that his stores became the enabler of this interaction between customers and suppliers. Basically, this connection of points of wisdom was accomplished by a sophisticated series of software packages that connects Wal-Mart and its customers to its multitude of suppliers. In a similar manner, other companies can connect points of wisdom and their related activities using appropriate software such that decision makers make wise decisions for critical organizational areas.

Enterprise-Wide Open Source Model Useful in Optimal Decision Making

The proliferation of computer software useful in optimal KM/WM systems will be apparent in this chapter. Related to this newer computer software is an *enterprise-wide open source model*. The open source model makes technology available to everyone and anyone — enabling the community to benefit from the creativity of the whole as well as a high quality product that is self-policed by a

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