



## **Chapter V**

# **Development and Implementation of Optimal KM/WM Systems**

## **Issues**

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- To examine the importance of the KISS principle in the development and implementation of optimal KM/WM systems
- To explore the need to take a holistic view to connect “points of wisdom” throughout the design process, to look at the cost justification of developing and implementing optimal KM/WM systems
- To set forth the detailed steps essential to develop and implement successful optimal KM/WM systems

## **Introduction**

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The design and implementation of a well-designed optimal KM/WM system requires taking an enlightened approach to the whole development process. That starts with applying creativity to the whole design process that is covered initially

in this chapter, followed by the application of the KISS (keep it simple, straightforward) principle. In turn, EAI (Enterprise Application Integration) provides a framework for designing optimal KM/WM systems. Within this design framework, “points of wisdom” can be connected for producing optimal results. Next, the steps essential to developing and implementing effective optimal KM/WM systems are set forth. Included in these steps are those that relate to developing initial applications for connecting points of wisdom and disseminating results to grow wisdom of decision makers over time. Lastly, there is need to transform wisdom into action to meet decision maker’s needs over time.

## **Creative Thinking Underlies the Development Process**

Creative thinking, which was the focal point of Chapter II, discussed the importance of “innovation”. The premise underlying creative thinking is that the innovation process is central to it and is too important to be left to chance. The innovation process is a rational approach to assist in developing a well-designed optimal KM/WM system. Such a system should connect points of wisdom that allows a company’s decision makers to judge soundly about what needs to be done from the highest level down to the lowest level for growing an organization over time. Creative thinking approaches and their related techniques should be incorporated into an optimal KM/WM system so that optimal decisions can be made constantly by a company’s decision makers. The complexity of today’s constantly changing business environment and its impact on the organization should be an integral part of such approaches and techniques. By incorporating the required complexity in the design of an optimal KM/WM system, a company’s decision makers will be better able to meet any challenges as well as surprises facing them. Additionally, a well-designed WMS has the effect of making a company’s decision makers feel more a part of the organization. Incorporating creative thinking with new and different design approaches for making wise decisions by a company’s decision makers is a must these days. In summary, creative thinking lies at the center of designing a system about what needs to be done. Wise, optimal decisions by decision makers drive the future growth of an organization.

## **Utilize the KISS Principle**

Related to creative thinking is the KISS (keep it simple, straightforward) principle which is quite helpful in the design of an effective optimal KM/WM system. This principle ties-in with the concept that “less is more”. Similarly, these

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