



## **Chapter XI**

# **Future Developments that Impact Optimal KM/WM Systems**

## **Issues**

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- To explore a fourth-dimensional view as a requirement for a true optimal KM/WM system
- To look at the future developments of computer storage, networking, and software as they affect a well-designed optimal KM/WM system
- To examine future developments in corporate planning, marketing, finance, and manufacturing as they affect optimal KM/WM systems
- To explore the need for continual support of optimal KM/WM systems for what needs to be done over time

## **Introduction**

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Today, companies are being pressed to respond to customer needs and competitive threats in days and weeks instead of months or years. Products and projects that could linger for six to twelve months just a few years ago now need to get

out the door in a much shorter time frame. And it is not just multinationals or global corporations that are being faced with shortening time frames. Almost any company, from a small company up to the world's largest corporation, is at risk of being "Amazoned" by a more nimble, e-business-enabled competitor. The success of companies will be measured by how well they have leveraged e-business applications to differentiate themselves from the competition. How well the company can respond to changing times is paramount. The implementation of optimal KM/WM systems can make a significant difference in how companies respond to changing times.

Initially, the chapter examines a fourth-dimensional view that underlies future developments that really impact optimal KM/WM systems. Future computer storage, networking, and software developments as they affect optimal KM/WM systems are discussed, followed by future considerations for developing and implementing a well-designed system. Future developments in the areas of corporate planning, marketing, finance, and manufacturing are examined and their tie-in with improving a company's decision makers wisdom. Finally, there is a discussion on the continuing need for supporting optimal KM/WM systems to assist a company's decision makers over time.

## **A Fourth-Dimensional View is a Requirement of True Optimal KM/WM Systems**

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Currently, many information systems are essentially real-time systems that monitor specific operations for obtaining good solutions to current operations. Typically, these systems focus on a *three-dimensional* viewpoint. What is needed is a *fourth-dimensional* view that is over time. Effective optimal KM/WM systems enlist all of the pertinent inputs and expert assistance down some path to a wise and productive solution to a problem or an opportunity for the decision maker. The continuing turbulence of the times, but more importantly in the future, dictate that decision makers undergo a continuing "mind shift" so as to judge organizational operations soundly over time. As was seen in this text, the real essence of optimal KM/WM systems center on decision makers taking a holistic, that is, "big picture" view of the organization's operations by connecting "points of wisdom" about what needs to be done to grow the learning environment over time.

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