

Lotus

Discovery Server

Find What You Need to Succeed – From Access to Action!

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RELEASE

Reviewer's Guide

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Chapter 1

The Lotus Discovery Server and Knowledge Management

About this guide

This guide introduces the Lotus Discovery Server™, a new, innovative knowledge server that enables organizations to organize, locate, and leverage their collective knowledge and expertise. Its next-generation knowledge discovery and expertise location capabilities help organizations harness their vast knowledge assets and put relevant information and expertise at the fingertips of those who need it. In an era characterized by information overload, the Lotus Discovery Server helps bring new structure and accessibility to the ever-increasing amount of documents and expertise created by any organization. In short, the Lotus Discovery Server helps organizations use Knowledge Management to solve real-world business problems. And it knowledge-enables current e-business applications, helping organizations leverage more power from what they have already invested in.

This guide provides an overview of the key features and benefits of the Lotus Discovery Server. After reading this document, technical reviewers, including administrators, developers, members of the press, and Lotus business partners, will have a thorough understanding of the Lotus Discovery Server, including:

- Key business benefits (Chapter 2)
- Three graphical user interfaces (Chapter 3)
- Administration and setup (Chapter 4)
- Integration with Lotus K-station™ (Chapter 5)
- Hardware and software requirements (Chapter 6)

The first release of the Lotus Discovery Server integrates the Lotus Discovery Server and Lotus K-station, the collaborative portal introduced by Lotus in December 2000. Together, these products form the Lotus® Knowledge Discovery System™. For a guided demo of the entire Knowledge Discovery System, visit www.lotus.com/discovery.

This guide provides an overview of the Discovery Server. More detailed administration and installation information can be found in the Discovery Server help documentation.

For a complete K-station Reviewer's Guide, visit www.lotus.com/kstation.

An introduction to Knowledge Management

Before delving into the advanced capabilities of the Lotus Discovery Server, it's important to define Knowledge Management, a widely used term with many meanings. Lotus and IBM define Knowledge Management as a discipline to systematically leverage information and expertise to improve organizational responsiveness, innovation, competency, and efficiency. These important capabilities described below enable any organization to remain competitive in an ever-changing marketplace.

- **Responsiveness** is the ability to rapidly respond to market changes.
- **Innovation** is the successful fostering of an organization's creativity.
- **Competency** is the ability to catalog the knowledge and expertise held by current employees and make it available to others, especially new employees.
- **Efficiency** concerns the capacity to know what you know in order to minimize the effort wasted in reinventing the wheel.

Achieving these results is the goal of any Knowledge Management solution. The Lotus Discovery Server plays a key role in this effort by evaluating, organizing, and locating the relevant information and associated expertise that enable organizations to excel in each of these four areas. The Discovery Server and K-station combine to form the Knowledge Discovery System which is a key element of the Lotus Knowledge Management strategy, which provides collaborative e-business solutions that bridge people and knowledge together to optimize an organization's business transactions.

People, Places, and Things

It's important to remember that knowledge means more than documents or information. Knowledge is the collective heart, brain, and soul of your organization. Knowledge is derived from experience, so people play an important role in any successful Knowledge Management solution.

Knowledge can be quantified into several key elements. Lotus and IBM® have identified People, Places, and Things™ as the three essential elements of an effective Knowledge Management infrastructure.

- **People** represents the employees, customers, partners, experts, and other individuals who are central to your organization's business success. Knowledge Management products, including the Discovery Server and K-station, must provide the context and tools for effective interaction among groups of people. These technologies also offer features that identify people in terms of what teams they belong to, what they know, their degree of proficiency, and their current online status.
- **Places** are the real or virtual workspaces in which your people come together to brainstorm, learn, and interact, such as project team headquarters, a Lotus QuickPlace™, a K-station Community Place, and others. The Lotus Discovery Server locates and classifies these virtual Places and enables others to benefit from the knowledge found there.
- **Things** includes the data, information, and processes that are created, captured, classified, and shared across your organization, including documents; office productivity files; project, team, and research applications, ERP, CRM, or database information; Web pages, presentations, and more. Knowledge Management enables users to access and apply this key content to strategic business goals.

The overall Lotus/IBM Knowledge Management strategy states that value is created when People, Places, and Things are brought together in a meaningful business context. These three elements are at the core of Knowledge Management. The Lotus Discovery Server provides a new approach to searching for, finding, accessing, evaluating, and using the knowledge embodied in an organization's People, Places, and Things.

Knowledge Management technologies

Lotus and IBM have identified five essential technology categories that enable Knowledge Management. The Discovery Server and K-station provide key capabilities in several of these categories.

- **Business Intelligence**, as exemplified by data and text mining, OLAP, and data warehousing.
- **Collaboration**, embodied by groupware products and also including synchronous and asynchronous messaging technologies.
- **Knowledge Transfer**, including computer-based training, distributed learning (or e-learning), as well as live classes, seminars, and discussions.
- **Knowledge Discovery**, including search tools, content classification tools, data navigation capabilities, and document management.
- **Expertise Location**, encompassing expert networks, visualization, affinity identification, and other tools that connect people.

The Lotus Knowledge Discovery System

The Lotus Knowledge Discovery System is an integrated offering that includes two primary products: the previously released Lotus K-station (corporate portal) and the new Lotus Discovery Server (knowledge server). As a combined solution, Knowledge Discovery System provides unmatched capabilities for a single access point that allows individuals and teams to locate the most useful information across different content repositories, as well as associated, qualified organizational experts on a given subject. Armed with this information and expertise, users can organize and act on all related tasks and projects faster and with better quality than ever before.

- **K-station** is a portal that provides common access to shared resources from multiple systems. Collaborative tools have uniuely been integrated into K-station to help individuals manage daily work needs and enable teams to collaborate quickly across geographic locations. It fits neatly into the Collaboration area of Knowledge Management technologies and enables People, Places, and Things to come together and interact.

- **The Lotus Discovery Server** is a knowledge server that automatically analyzes and identifies relationships among documents, people, and topics across your entire knowledge base, so you can efficiently find everything and everyone that you need to take fast, effective action. The Lotus Discovery Server fits into the Knowledge Management technology areas of Knowledge Discovery, as well as Expertise Location. It discovers the relationships among People, Places, and Things, deriving context, insight, and value from an organization's content and activities.

While the Lotus Discovery Server and K-station offer clear benefits on their own, the powerful combination of these two products enables users to benefit from an unmatched, comprehensive Knowledge Management solution, the Lotus Knowledge Discovery System.

Terms to know

The following definitions will be helpful as you read this Reviewer's Guide:

Affinity and Affinity Values

An affinity is a discovered relationship between a person and a topic area. Affinity values represent the strength of the relationship between a person and a topic area.

Digital Bread Crumbs

Every organization builds its knowledge every day, and not always through structured methods. "Digital bread crumbs" are the pockets of knowledge and expertise that exist in an organization or department, or with an individual.

Dynamic Internet Inter Object Request Broker (ORB) Protocol (DIIOP)

This is a protocol based on Common Object Request Broker Architecture (CORBA), which defines how distributed objects communicate and allows client software on many platforms to access and use the same object on a server.

Metadata

Metadata includes all the details about your data, separate from the data itself. For example, metadata includes the author name, date modified, creation date, and more.

Metrics

Metrics are aimed at increasing the accuracy of your results. They represent the relationship between the item (document, person, or place) and associated usage information. The Discovery Server automatically and constantly analyzes collected metrics data, calculating relationships, document values, and expertise strength.

As a result, the Discovery Server can deliver the information you need, rather than bombarding you with irrelevant results, as traditional searches often do.

Spiders

Spiders are pieces of code that run on the Lotus Discovery Server. They go to the repositories and information sources you specify and get information/knowledge and bring it to the server.

Taxonomy

A taxonomy is defined as a set of ordered groups or categories. The enterprise taxonomy — called the K-map — created by the Lotus Discovery Server, includes comprehensive categorizations of information and associated expertise within an organization.

Chapter 2

Key benefits of the Lotus Discovery Server

Capturing your organization's knowledge

Despite many efforts to achieve open, sharing cultures, most organizations still have large amounts of expertise and information that remain out of reach to those who need them. Knowledge may be contained in a marketing plan or located in a departmental database that few know how to find. It may be found in an obscure chat room exchange among a group of software developers. It may reside, undocumented, inside the mind of an organization's legal expert. Or knowledge may be stored in locations unknown to the majority of an organization's employees. The challenge is to find this knowledge and apply it to your daily business decisions. Only then can your organization receive the full benefits of Knowledge Management.

What does the Lotus Discovery Server do?

The Lotus Discovery Server finds and structures the relevant content and expertise required to achieve specific business goals by analyzing relationships among people, activity, structured content, and unstructured information. This type of information and knowledge occurs naturally within any organization every day, but is difficult to track or access. Think of these pockets of knowledge as "digital bread crumbs." They are the natural byproduct of your current daily work routine, including the documents, e-mail, and presentations that are created by your employees.

No other solution is as adept at gathering and making sense of your organization's information and activity as the Lotus Discovery Server. It gathers and organizes the knowledge in an organization, adds contextual information to enrich the experience, and enhances the meaning of "digital bread crumbs" that already exist. The Discovery Server also makes it easier than ever for end users to find everything about the resources they need across various systems and information sources within an enterprise.

Through a combination of automatic processes and administrative tools, the Lotus Discovery Server can perform the following tasks:

- Create a unique Knowledge Map, or K-map, of your organization
- Generate affinities
- Mine skills to create expertise profiles
- Assign document and affinity values
- Group and organize documents
- Search for documents, people, and topics across disparate sources

How does the Lotus Discovery Server benefit your organization?

The Lotus Discovery Server is technologically advanced, providing functionality far beyond other Knowledge Management solutions on the market. It creates a new category of knowledge server, one that provides an extensive, powerful set of capabilities that translate into strong benefits to organizations and the individuals within them.

The Lotus Discovery Server provides the following benefits:

- Improves learning in an organization
- Fosters creativity and innovation
- Increases collaboration, knowledge sharing, and reuse of past work
- Makes it easy for users to search or browse the collective experience and knowledge within their organization, and beyond, then apply what they find
- Provides easy access to people and their expertise
- Connects your people with the right information at the right time, enabling them to take action, make decisions faster than ever before, and deliver products and services more quickly
- Shows the relationships between information and expertise, adding much-needed context
- Supports and enhances the capabilities of key e-business initiatives and applications, extending Knowledge Management to external partners and customers
- Allows new employees to get up to speed quickly because they can access and find the resources they need
- Enables organizations to identify knowledge gaps, identifying areas for improvement
- Integrates Knowledge Management into the core of your organization

- Uses automation to streamline Knowledge Management by significantly reducing time-consuming manual categorization of large amounts of content
- Ensures easy use and implementation
- Respects privacy and user control of data and enforces enterprise security policies
- Allows you to aggregate content via integration with existing systems and the ability to work across platforms and systems
- Learns and grows with your ever-evolving organization

The Lotus Discovery Server moves beyond point solutions to provide a comprehensive, next-generation solution for locating and organizing the relevant content and expertise required to address specific business problems and projects. It includes innovative technology that leverages the powerful combination and broad scope of Lotus and IBM. And it provides capabilities that exceed other solutions on the market, putting the Lotus Discovery Server in a class by itself.

Introducing taxonomies

Before exploring the capabilities that differentiate the Lotus Discovery Server, it's important to establish a key underlying concept: taxonomies. A taxonomy is defined as a set of ordered groups or categories. Taxonomies were developed initially in biology and other sciences to classify plants, animals, and other organisms into consistent groupings for study.

The enterprise taxonomy created by the Lotus Discovery Server K-map Builder includes comprehensive categorizations of information and associated expertise within an organization. These next-generation taxonomies offer clear benefits to businesses, government agencies, and academic institutions. They can define a common vocabulary and serve as a navigational aid to finding important information and expertise. They can unify legacy and new information systems by providing a navigable, hierarchical method of browsing and locating all relevant content. And they can make information available to everyone within an organization who needs it. However, in the past, manually creating a taxonomy and classifying a wide range of content was a time-consuming, expensive, labor-intensive, and often frustrating challenge.

The Knowledge Map: a next-generation taxonomy

The Lotus Discovery Server makes it fast and easy for organizations to create a unique, complete taxonomy of their knowledge — the K-map. The K-map is a graphical user interface that presents the cataloged knowledge of your organization, enabling users to search and browse a wide range of knowledge assets from one convenient place. The K-map provides context by enabling you to see People, Places, and Things in relationship to categories and each other. The Discovery Server lets you create and maintain a powerful K-map that users can tap into to find relevant information and expertise — the kind that can make a real difference to a task, project, business initiative, or e-business application.

The screenshot shows the Lotus Discovery K-Map interface within a Microsoft Internet Explorer browser window. The interface is titled "Investments - Microsoft Internet Explorer" and "Lotus Discovery K-Map". It features a search bar with the text "everything about" and a "GO" button. Below the search bar, there is a breadcrumb trail: "Browse: Home > Finance and Investment > Financial Planning > Investments".

The main content area is divided into several sections:

- Subcategories:** A list of categories including Fund Families, Hedge Funds, Individual Funds, News and Quotes, Small-Cap Investing, Statistics, and Taxes.
- Documents About (8):** A table listing documents with columns for Value and Author.

Document Title	Value	Author
Money and Investing	96	Sandy Rose/BOS/Finance
Diversified funds, market experiments and studies, price quotes and charts.		
Inside Wall Street	90	James Good/NY/Finance
Fact sheets and articles on select growth stock opportunities.		
News: Stock Markets	88	Dale Schuler/DC/Finance
Buy and sell interest indicators on individual stocks, and industry and sector groups.		
Mutual Fund Cost Calculator	88	Ronald Barstow
Enables investors to estimate and compare the costs of owning mutual funds.		
Standard & Poor's S&P 500	82	James Good/NY/Finance
View stocks tracked in the index, and get snapshot profiles of the associated companies.		
- People Who Know About (5):** A table listing people with columns for Affinity and Job Title.

Person Name	Affinity	Job Title
James Good/NY/Finance	100	Senior Journalist
Dale Schuler/DC/Finance	100	Financial Analyst
Mary Richards/NY/Finance	92	Editor
Hugh Smith/NY/Finance	88	Legal Consultant
Kelly Martin/LA/Finance	80	Senior Journalist
- Places About (3):** A list of places including Financial Planning Place, Mutual Fund Place, and Stock Performance Tracking Place.

Annotations on the left side of the screenshot explain the following features:

- Search for specific content using the Search Bar.** (Points to the search bar)
- Browse categories and sub-categories to discover information.** (Points to the Subcategories list)
- See the document summary before opening a document.** (Points to the document titles in the "Documents About" section)
- Find people related to a topic area of interest, see if they are available online or click on a person's name to view their profile.** (Points to the "People Who Know About" section)
- Find entire K-station Places full of captured content ready for reuse.** (Points to the "Places About" section)

Annotations on the right side of the screenshot explain the following features:

- Find documents relevant to a topic of interest.** (Points to the search bar)
- See the value rating before opening a document.** (Points to the "Value" column in the "Documents About" section)
- See the person's affinity, or relevancy, rating to the topic.** (Points to the "Affinity" column in the "People Who Know About" section)

Users can search or browse for the right information and expertise that has been cataloged and displayed in the K-map user interface.

What makes the Lotus Discovery Server unique?

Now that you know what the Lotus Discovery Server creates, let's explore some of the capabilities that differentiate it from more limited point solutions.

A comprehensive vision of knowledge

The Lotus Discovery Server is the world's first integrated knowledge server, bringing together People, Places, and Things that already exist in your organization. Point solutions focus exclusively on one element, such as documents or e-mail. But the Lotus Discovery Server takes a broader view of expertise and information, covering the diverse sources of knowledge and multiple data repositories within your organization. By integrating the classification of structured and unstructured information, skill profiling and virtual workspaces into a comprehensive solution, the Lotus Discovery Server eliminates the need for technological plumbing between point solutions. In this way, the Lotus Discovery Server lets you use Knowledge Management to focus on your line-of-business challenges, rather than integrating disparate point solutions.

Find everything relevant about a given topic

Searching for information can be a haphazard process with overwhelming results. For example, typical keyword searches may result in thousands of results with no ranking or context that let you narrow down the most relevant results. The Lotus Discovery Server uses advanced vector mapping to cluster and classify related content into categories, label the categories, and present the content via the K-map structure. Users accessing the K-map can quickly find the information they are looking for. With the Lotus Discovery Server, you can efficiently, and quickly, search your intranet and beyond, including Web sites, back-end systems, Lotus Notes databases, Microsoft Office documents, and much more. You can even search for people who know about a specific topic, a capability that goes far beyond traditional searches.

The system automatically ranks documents according to metrics data it collects, providing a rich, accurate indicator of the value of documents in search results. The document value score is a combination of the query term match, and the value of that document to others within the organization based on actual user activity. The system also provides rankings and affinity strength values that guide users to the more appropriate subject expert based on user activity. As a result of this sophisticated ranking, users can quickly identify and quantify the information and knowledge that is most useful to them. The Lotus Discovery Server enables you to browse

categories as well, viewing all of the People, Places, and Things related to a specific topic, and allowing discovery of new associations and content organized via the K-map.

Powerful analysis capabilities

Metrics are the way the Discovery Server evaluates information and knowledge and determines its value to you. Part of the unique value of the Discovery Servers is its metrics capabilities, which are unavailable in other solutions. Metrics are aimed at increasing the accuracy of your results, giving you the relevant information or expertise you are looking for, rather than bombarding you with irrelevant information. Metrics represent the relationship between the item (document, person, or place) and associated usage information. The Discovery Server automatically and constantly analyzes collected metrics data, calculating relationships, document values, and expertise strength.

Users never see metrics being gathered or calculated, but their power is apparent throughout the operation of the Discovery Server. These capabilities operate in the background, evaluating documents to create document values, and relating people to topics to determine affinities. The Lotus Discovery Server starts by examining and tracking the “digital bread crumbs” of an organization, collecting key user data. For example, it takes a close look at who authored a document, the number of links to it, the number of messages between two people (if e-mail is being evaluated), the activity level related to a specific document or overall category, and the frequency with which a person uses a specific information system. This is only a partial list of the vast amount of metrics data that can be collected by the Discovery Server.

Through metrics calculations, the system turns metrics into insights. In short, the power of metrics and metrics calculations ensures more accurate, qualified results. While metrics operate automatically, the system administrator can adjust the relative weighting applied by the Discovery Server to activities being monitored, enabling organizations to fine-tune the system to match their needs.

Strategic insights about your organization

The Lotus Discovery Server enables organizations to create reports presenting the results of metrics calculations. This reporting capability enables another key benefit: the ability to spot knowledge strengths and weaknesses within your organization. Via the metrics reports provided by the Lotus Discovery Server, you can determine the most active topics in your organization, the key knowledge workers that people turn to for answers and expertise, and areas where your organization faces knowledge holes. This gap analysis can be crucial in identifying areas where more

knowledge or skills are needed. No other solution has been so carefully architected to provide these insights, which enable you to make strategic business decisions armed with real data.

Privacy for all employees

Any system that analyzes people and their activities naturally introduces concern that users will not have control over information about themselves that may be made available to others within the organization. Lotus recognized these concerns early in the product development process and designed the Lotus Discovery Server to maintain end-user privacy.

End-users can be given control of profile data discovered and subsequently made available to others. End-user notification and approval of suggested expertise areas or affinities is required by the system. Specific features that support the affinity approval and publication processes ensure compliance with privacy laws, which can vary internationally. As an option to more accurately identify affinity valuations (and expertise), the Lotus Discovery Server e-mail spider may be used to evaluate e-mail content related to public K-map category areas. Respecting privacy, the system can give every end-user control over whether their e-mail may be evaluated for such relationships by the Lotus Discovery Server. E-mail content that doesn't have any relationship to K-map categories is not displayed by the Lotus Discovery Server.

Security for sensitive data

By tapping multiple data sources, the Lotus Discovery Server can analyze a high volume of content, bringing more documents and more quality information to your K-map. But a system designed to gather, organize, and expose knowledge to users raises issues of security. For example, who is authorized to read various documents? The security model of Lotus Discovery Server ensures that they see only the information they are authorized to see. The Lotus Discovery Server enforces the access control lists on the content repositories whenever content is searched or browsed through the K-map.

Bringing automation to Knowledge Management

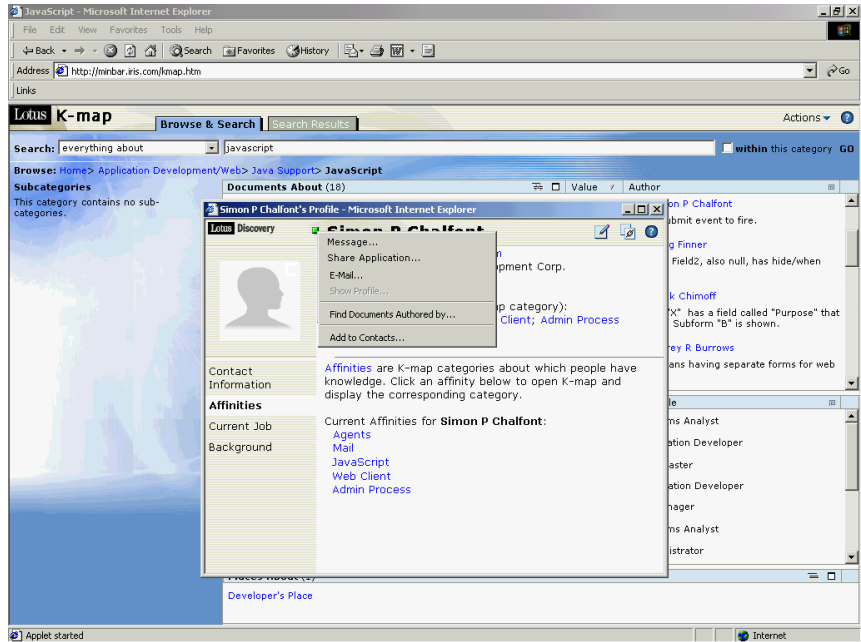
Categorizing and profiling information and people, as well as keeping ever-changing content and expertise areas updated, can be a time-consuming, labor-intensive process. The Discovery Server provides automated assistance to key elements, such as building and maintaining your K-map, profiling your people, rating documents, and more. This approach removes the labor-intensive tasks of Knowledge Management from users and administrators, helping ensure acceptance and success of the system. Other taxonomy-creation solutions require manual categorization and maintenance of documents, and rely on users to take the time to rate and summarize documents. Other expertise profiling/location solutions require users to fill out expertise profiles, declare preferences and affinities, and more. The metrics capabilities of Discovery Server bring significant automation and new efficiency to these processes. These capabilities are supplemented by the human touch added via the K-map Editor, which lets your team adjust the structure and vocabulary of the K-map to more closely match your organization's vision. Users can manually edit profiles (if desired), achieving greater accuracy. So while the Discovery Server automates key elements, it recognizes the importance of human input into the system.

The Discovery Server automatically manages your categories via its auto-extend capabilities. When a category becomes too full of documents or people, based on the thresholds set by the administrator, it can generate additional subcategories. It classifies documents and people into these new categories, so no one category gets too large to browse. These capabilities keep the K-map manageable over time.

Turning knowledge into action

Once you locate the expertise you need, the built-in online people awareness of the Lotus Discovery Server enables you to locate the people who have this expertise. For example, you may discover a person with a high affinity ranking for a specific topic. Now you can see whether this person is online. Users can even send an instant message to initiate a real-time conversation or extend native Discovery Server capabilities by taking advantage of Lotus Sametime™ for application sharing, e-meetings and whiteboarding. When used in conjunction with K-station, you can also find out whether a person is actively engaged within a relevant collaborative K-station Community Place. Users can share knowledge with

colleagues and others in a Community Place, enabling them to participate on the fly and take action. In short, the Lotus Discovery Server lets users access the right information to turn knowledge into action.



See who is online and available. The pop-up collaboration menu provides options to collaborate immediately, including instant messaging.

Increasing the return on your investment

Generating knowledge and experience is an expensive proposition that requires an ongoing investment in people and infrastructure. By leveraging new power from what your organization already knows and the systems that already exist, the Discovery Server lets you get a greater return on your significant investment in developing and applying knowledge and experience. For example, the Discovery Server lets you knowledge-enable other e-business applications, enhancing them with more accurate, higher-quality information. It also helps you identify knowledge gaps so you can address them quickly and efficiently, helping your entire organization stay informed and competitive. It lets you speed decision-making by providing fast access to relevant information and work already residing within your organization. Organizations invest in knowledge every day. Now the Lotus Discovery Server lets you tap this wealth of experience and expertise rather than letting it slip away.

Lotus Discovery Server features and benefits

<i>Feature</i>	<i>Description</i>	<i>Benefit</i>
Visual knowledge discovery	A browsable K-map (Knowledge Map) of the enterprise that aggregates and presents categorized lists of documents, people, and K-station places in context with one another.	Users can easily discover information and knowledge they know exists, as well as knowledge they are unaware of across internal and external sources. They can also see how this knowledge interrelates. Access to a more complete set of resources increases productivity and quality. Users can build upon or reuse knowledge instead of reinventing the wheel. This integrated approach to Knowledge Management eliminates the need to connect disparate point solutions.
Automated services for K-map generation	Groups similar documents, people with established affinities, and Places into browsable categories to create the K-map.	Significantly reduces the extremely labor-intensive process of manually generating and maintaining a taxonomy. Administrators or subject experts can simply edit the K-map as needed.
K-map Editor tool	User interface that allows administrators or subject matter experts to edit the K-map once the first draft of the taxonomy is generated by the Lotus Discovery Server. The system remembers and learns from manual edits made to the K-map, adapting itself to your ever-changing environment.	Enables editors and subject matter experts to customize categories, names, or the overall structure to fit the vocabulary and usage patterns specific to their organization. The Discovery Server learns and adapts based on these changes, making the system easier to use and saving time.
User profiles	A single collection point for displaying user information, including contact and demographic information, work experience, education, interest areas, and associated affinities. User profiles are accessed via the K-map or through K-station by clicking a user name.	Provides easy access to review relevant details about an individual, including background, location, and areas of knowledge, enabling users to quickly find experts and spontaneously communicate or form teams.

continued

<i>Feature</i>	<i>Description</i>	<i>Benefit</i>
Automated expertise profiling	Profiles are automatically created, stored, and maintained utilizing LDAP and/or Lotus Domino™ directories, designated repositories, and all other sources of “digital bread crumbs.” Affinities are automatically added to a user’s profile with the user’s approval.	Automated features remove the time-consuming task of manually keeping employee profiles updated. Continual ranking of affinities enables an organization to maintain relevant information on its skill and knowledge-based assets.
Respect for privacy	The Discovery Server gives users full control over the content of their profiles, enabling them to decide whether discovered information is made public or not.	Allows an organization to capture important affinity or expertise information while allowing the user to maintain control of information made public about them.
Metrics	Computes a value for documents and affinities relative to organizational activity by interpreting the frequency of authorship, citations, access by individuals, and more.	Enables users to capture and easily view relationships among information sources in the K-map so that they can focus on the most important information and experts, rather than being bombarded with an overwhelming amount of unqualified information. Also allows for data usage and trend reporting.
Information audits	A set of reports that can be generated by the Discovery Server using its metrics analysis, such as identifying the documents that are most frequently accessed.	Reports show the usefulness of an organization’s data and knowledge across multiple repositories and can track usage trends over time to support decision-making and enterprise analysis.
Relevancy rankings	All search results, including documents and people, are ranked in ways that go beyond traditional search rankings. Documents are assigned a value based on usage while people are assigned an affinity strength with the topic area.	Allows users to make value-based decisions about the results returned from a search. Helps a user focus attention on the more useful information available, as indicated by the actions of others in the organization.

continued

<i>Feature</i>	<i>Description</i>	<i>Benefit</i>
Document summaries	Displays the most relevant concepts about a document when viewing in the K-map or in search results.	Allows end-users to see key concepts of a document before drilling down, instead of manually opening each document and reading it to see if it is relevant.
Security	Authenticates the user and respects existing access controls.	No information is displayed unless the user has appropriate access rights which enforce enterprise security policies.
Pop-up collaboration menu	Offers menu options to find all documents authored by a user, to see the user's profile with affinities and to send an instant message or an e-mail. Capabilities can be extended with Lotus Sametime to include virtual meetings, application sharing, and doing Voice Over IP (VOIP).	Allows fast information discovery and instant collaboration with colleagues.
Online people awareness	A user's name lights up to signify if they are online and available for instant messaging, e-mailing, or other contact. Online awareness can be seen anywhere a user's name appears.	Offers awareness of colleagues online and facilitates rapid conversations when a person is located by browsing, searching the K-map, or working within the K-station portal. Turns information into action.

Chapter 3

A closer look at the Lotus Discovery Server

Empowering users, organizations, and administrators

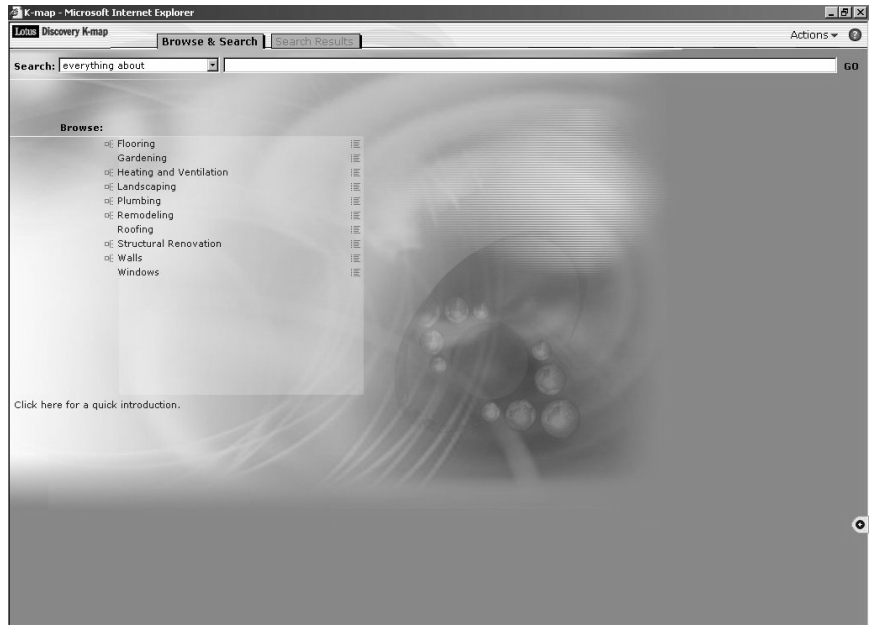
The Lotus Discovery Server is designed to bring exceptional ease-of-use to all aspects of Knowledge Management. After all, Knowledge Management is only effective if it becomes an integral part of an organization, not an afterthought or a set of extra tasks. The Discovery Server has the capacity to evaluate high volumes of source text, news feeds, attachments, and Web source data, automatically and accurately classifying information, updates, and new content over time. With it, you can create a customized K-map in hours or days, rather than the months or years required via less powerful, less integrated, or manual solutions.

This chapter takes a closer look at the three intuitive, powerful user interfaces that allow users to access the rich functionality provided by the Discovery Server:

- The K-map is the heart of the system, where users go to find the knowledge they need.
- The K-map Editor enables administrators and content experts to adjust the K-map to better match the specifics of the organization.
- The Lotus Discovery Server Control Center gives administrators the capabilities they need to implement and maintain the Lotus Discovery Server.

The K-map: making it easy to find knowledge

The core capability of the Discovery Server is to integrate People, Places, and Things into a single topical Knowledge Map that can be searched or browsed. The K-map is at the heart of the Discovery Server, and serves as the user interface into the information gathered during the K-map building and fine-tuning process. This interface is designed for maximum ease-of-use by a wide range of users, including non-technical personnel.



The K-map displays the top level categories of an enterprise taxonomy.

Browsing and searching

Through the K-map, users can search or browse for information they need, enabling them to find the information they are looking for in the best possible manner. By providing comprehensive browsing and searching capabilities, the Discovery Server provides two equally powerful paths into the K-map. Browsing through the hierarchy of categories and related content may be appropriate for one type of information discovery, while searching is the right way to answer a specific request for knowledge and information.

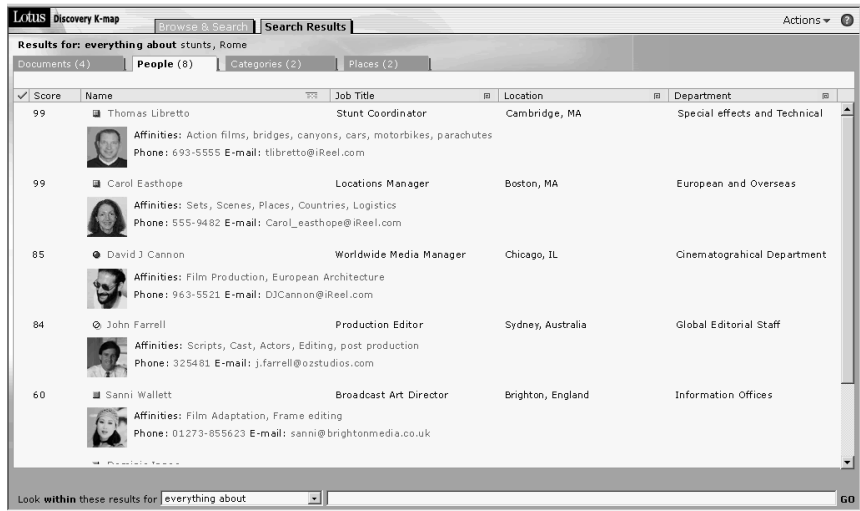
Comparing browsing and searching is much like comparing the table of contents and index of a traditional book. You browse the table of contents when you're not sure exactly what you're looking for, but know a general area. You search the index when you know exactly what you need.

Browsing also enables users to make unexpected or serendipitous discoveries that they would not be able to make by using a simple text search.

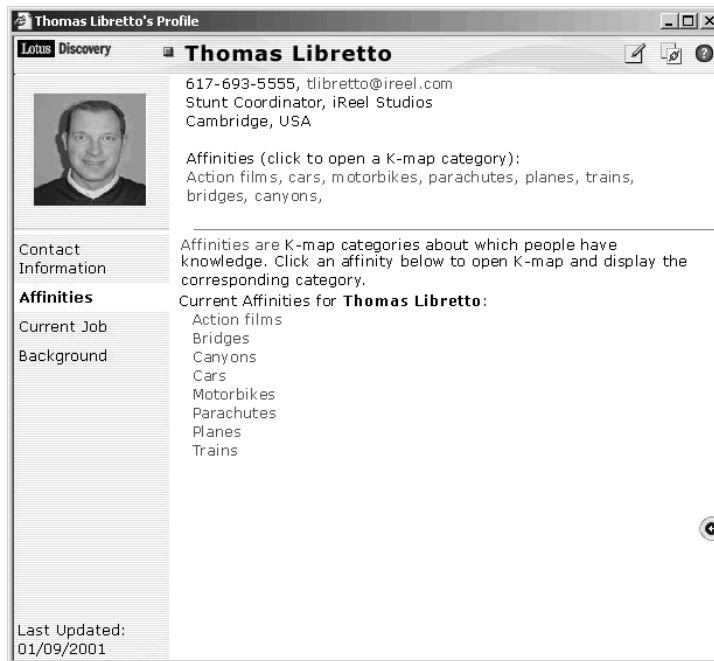
Searching: tabbed results make finding information easy

For example, a user may know that they are looking for information on “Movie Shoots.” In this case, entering this information in the Search Menu and searching for it makes sense. The user can refine the search using a range of pop-up menus. The powerful search capabilities of the Discovery Server quickly scan the K-map for all the relevant knowledge and information.

- The system returns the results in Search Results, a special tabbed section that shows the user all of the relevant information, divided into documents, people, categories, and Places.
- The Documents section of the Search Results tab shows all of the relevant documents and their value, lists the author, shows the file type and source, provides a summary, identifies the date, and much more. Document Summaries provide more detail about the specific information contained in each document. These summaries are automatically generated by the server, letting you get a preview of any document.
- The People tab shows a list of potential topic experts, each listed along with their score or affinity ranking, job title, location, and department.
- By clicking a user’s name in the People results, or an author’s name in the Document results, users can find extensive User Profiles that provide more useful information about potential experts, such as affinities, work experience, project experience, contact information, and more.
- The built-in people awareness capabilities enable users to see if a person is online and contact them with questions. When the system shows a person’s name, for example, as the author of a document, it allows the user to contact them instantly, enabling immediate action.
- The Categories tab shows other relevant categories, and their relevancy ranking to the desired topic.
- The Places tab shows virtual workspaces (such as a Lotus QuickPlace or K-station Community Place) that hold entire communities of people and information that users may be looking for, including project plans, timelines, documents, discussions, presentations, and the membership list.



When looking for specific information, users can enter a search into the K-map. Results are displayed in a tabbed format. Here people search results show the experts related to the topic of choice.



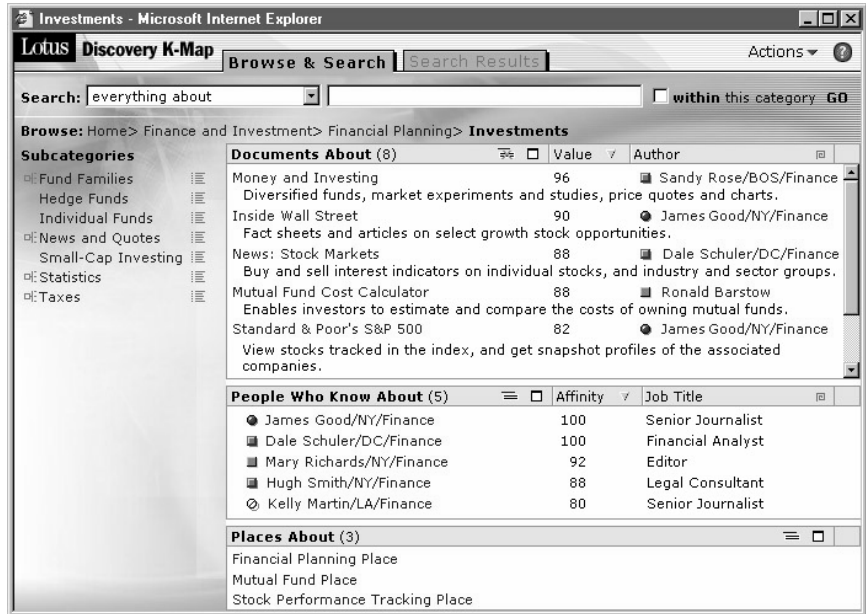
User profiles make it easy to see aggregated information about subject matter experts including contact, areas of expertise, and background information.

Browsing: logical categories hold a wealth of information and expertise

Browsing enables users to review categories of results, taking a wider view of information than possible via specific searches. The information categories provided by the Yahoo Web site is a good example of how browsing works. The advanced capabilities of the Discovery Server bring browsing to your organization's K-map. For example, a user may simply want to find all of the resources on "financial investments" within their organization. In this case, browsing makes sense, since an "Investments" category will show all of the People, Places, and Things that exhibit a strong affinity to the "Investments" category. The K-map clusters documents, people, and places in logical, multi-level categories to enable users to quickly and easily find the information they need. It also provides a numerical ranking of their affinity to the specific category or sub-category.

While searching provides tabbed results, browsing allows users to see all of the categories and sub-categories, documents, people, and Places aggregated into one view, allowing users to dig deeper into the K-map when necessary. The same features described above under searching, such as Document Summaries and built-in people awareness, are available when browsing.

Whether you search or browse, the Discovery Server bridges the gap between you and the information and expertise that you need. Either method is intuitive and fast, enabling you to quickly turn knowledge into action.



When users need to discover information, they browse the K-map by drilling down on a topic category to see additional sub-categories, documents, people, and places associated with the desired topic.

The K-map Editor: adding the human touch

No automatic process can predict precisely how your organization wants to structure its content. It can only build a taxonomy based on the content it accesses. The K-map Editor provides the capabilities necessary to adjust the initial, first-draft K-map that the Discovery Server generates. The K-map Editor is a separate user interface that serves as an easy-to-use taxonomy editor. The K-map Editor allows for human manipulation of the structure to fine-tune it to meet the needs of your organization. It's important to note that a small number of people within an organization use the K-map Editor, which is reserved for administrators, editors, and other content experts who manage the Discovery Server.

The K-map Editor allows these users to create new categories, drag categories from one level to the next, re-label them with preferred terms, and place documents in different clusters. It also enables soft clustering of documents or categories, enabling them to appear in multiple places throughout the K-map, recognizing the multiple relationships that exist in an organization.

Mapping to your organization

Your organization has special, unique processes that need to be reflected in the K-map. For example, your sales group may have a ten-stage sales cycle that needs to be embodied in the categories for all the knowledge (People, Places, and Things) in its K-map. The Lotus Discovery Server would not necessarily recognize these ten stages if they weren't clearly reflected in the content of the documents. However, working with your IT group, a sales content expert could easily adjust the categories to reflect this specific business process. The K-map Editor is designed for easy use by subject experts and others close to the knowledge represented by the K-map. In this way, the Lotus Discovery Server empowers business people to use Knowledge Management to solve their specific business problems.

Built-in intelligence

The drag-and-drop convenience of the K-map Editor makes it possible to restructure and fine-tune an initial, first-draft K-map in minutes. The system learns from these adjustments and automatically matches new knowledge elements (documents, etc.) to these new categories. Once the K-map is adjusted, the amount of time required to keep the K-map accurate is minimal, thanks to the built-in intelligence of the system. In short, the Lotus Discovery Server completes a significant portion of the K-map creation process automatically, aided by sessions with the K-map Editor. Ongoing minor edits via the K-map Editor ensure that your K-map matches your ever-evolving organization.

The Discovery Server Control Center: advanced tools for administrators

The Lotus Discovery Server is administered through the Discovery Server Control Center, a full-featured, intuitive interface that makes it easy for administrators to configure and maintain the Lotus Discovery Server. Administrators use the Start-Up view during initial implementation. The Maintenance view lets administrators perform ongoing tasks, such as reallocating services throughout the network based on load-balancing needs.

Chapter 4 highlights the steps that administrators need to complete to configure the Discovery Server, generate profiles, create a K-map, refine the K-map, and generate affinities.

Chapter 4

Administration and setup

Streamlining Knowledge Management

The Lotus Discovery Server is designed to be extremely easy to use, an approach that carries through to its administration and set-up as well. The K-map Editor and Discovery Server Control Center serve as the two key interfaces used during discovery deployment and planning. They provide administrators with an extremely intuitive way to implement the Discovery Server. This chapter provides an overview of the five key steps required to implement the Discovery Server:

- Configuring the server
- Generating profiles
- Creating the K-map
- Refining the K-map
- Generating affinities

Pre-implication considerations

Although it is designed for quick implementation, the Discovery Server requires careful consideration before roll-out. By taking the time to consider how the system is going to be used, you can ensure the success of the Discovery Server within your organization. The following questions can initiate a formal or informal Knowledge Audit within your organization:

Organizational considerations

- What problem are you trying to solve with Knowledge Management and/or the Discovery Server?
- What data or experts would enable you to solve these problems?
- Who is your intended audience?
- What information/repositories are involved?
- Who currently owns this information?

- Who will edit/own the resulting K-map?
- How will you inform end-users that their expertise and content interactions will be monitored?
- Will you request to spider mail files?
- What is your organization's data privacy policy?
- Does this policy need to change to meet the local privacy regulations of different locations?

Technical deployment considerations

Security

- Will the Lotus Discovery Server have access to data repositories?
- Can the Lotus Discovery Server edit your Domino Directory?
- Is portable code (Java applets) allowed in your organization?

Other access issues

- Is your infrastructure enabled for HTTP and DIIOP?
- Is there Web access to information?
- Check your database and server Access Control Lists. Is security too tight or loose?

Specifications

- Do you meet the client requirements: Microsoft Internet Explorer 5.01 or higher, or Lotus Notes R5.x with an IE component?
- Will the Lotus Discovery Server be distributed across several servers?
- How will you distribute these servers (for example, primary and secondary)?

A word about spiders

Spiders are pieces of code that run on the Discovery Server and go to the repositories and information sources you specify to get information/knowledge and bring it to the server. They are the go-betweens that do the work necessary to access and deliver key data to the Discovery Server. The Lotus Discovery Server comes with spiders capable of accessing a wide range of data sources. Lotus is also committed to developing and introducing new spiders.

The four main types of spiders include:

- Notes spiders
- File system spiders

- Web spiders
- Profile source spiders

By using Domino Enterprise Connect Services (DECS), you can access a wide range of RDBMS and ERP systems.

Strategies for success

When establishing a Knowledge Management solution within your organization, it is important to have the personnel and plan to ensure successful deployment. The following strategies can help guide your efforts when deploying the Lotus Discovery Server:

- **Establish a multi-disciplinary team.**

Knowledge Management involves many areas of your organization: IT, training, line-of-business managers, and the executive team. Some organizations have a Chief Knowledge Officer (CKO) to help coordinate these resources and establish an effective team. Others have to form this team themselves. In any case, the team needs to have the support to implement Knowledge Management within a department or the entire enterprise. Rolling out the Lotus Discovery Server can be a streamlined process, but it requires more of a commitment than rolling out a simple desktop application. Think of it more on the level of establishing a new messaging solution. Then determine the team and resources you'll need to accomplish a goal of this magnitude.

- **Start with a specific goal.**

Targeting a specific problem helps you measure the effectiveness of Knowledge Management more readily than aiming for a vague goal such as increasing the availability of knowledge. Find a problem to tackle. For example, perhaps your customer support staff does not have access to all the knowledge and information they need to respond effectively to customer queries. Determine the information sources involved, for example, a technical support database, chat forum, CRM application, or group of seasoned customer service representatives, then build a taxonomy that brings together these resources into a robust K-map.

- **Evaluate your metadata.**

Your metadata is the foundation of your Knowledge Management solution. This data includes all the details about your data, separate from the data itself, such as author name, date modified, creation date, and more. If this type of information is in good order, you can build a solution that takes full advantage of the advanced capabilities and automated processes of the Lotus Discovery Server. But as the old

computer saying goes: garbage in, garbage out. Check to make sure that your document properties and other metadata elements are defined and used correctly. Make changes to ensure that the metadata is being created and updated correctly.

- **Check security.**

The Discovery Server needs to access key resources within your organization. Some of these, such as strategic databases, may have security controls that need to be adjusted to enable access by the server. The Lotus Discovery Server enforces your existing security controls based on the individual access rights of the user. But it's important to make sure that the server can access the key information it needs — even databases and other resources that were not widely shared in the past. On the other hand, organizations that rely on security by obscurity will need to implement security measures that keep certain information confidential.

- **Consider the implications to your culture.**

The Discovery Server fosters an environment where people share information and experiences openly. However, this approach may require a change in the way people are rewarded, managed, and trained. The transition from a culture that rewards people for what they know — rather than what they share — can require a shift in thinking.

- **Inform, involve, and train your end-users.**

The benefits of Knowledge Management are compelling for individuals and departments. As with any new system introduction, rolling out a new technology of this level requires a certain amount of education and end-user involvement in pilots, training, and information sharing to ensure acceptance. In specific, addressing privacy issues is particularly important. The Discovery Server includes many features designed to ensure privacy, and they need to be highlighted to end-users.

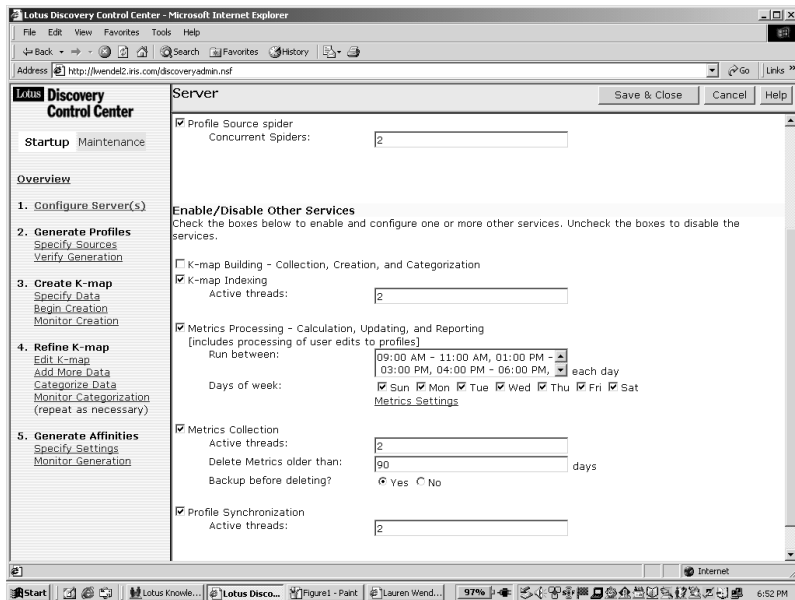
For example, if you intend to spider mail files, you will need to develop a specific policy and announce it to your users. In most cases, considering the privacy laws in effect internationally, you'll need to obtain their permission to evaluate their e-mail. It's also important to determine how/if you will publish personal affinities. The same privacy considerations and organizational policies apply. In short, the Discovery Server may trigger the need for some policy decisions and announcements.

Administration overview

The Lotus Discovery Server Control Center gives administrators the capabilities they need to implement and maintain the Discovery Server. There are five key steps required when implementing the Discovery Server, each highlighted below. In each case, the Discovery Server makes it easy for administrators to perform each step. The Discovery Server provides very detailed information in its help documentation, which should be reviewed prior to installation.

Step 1: Configure the server

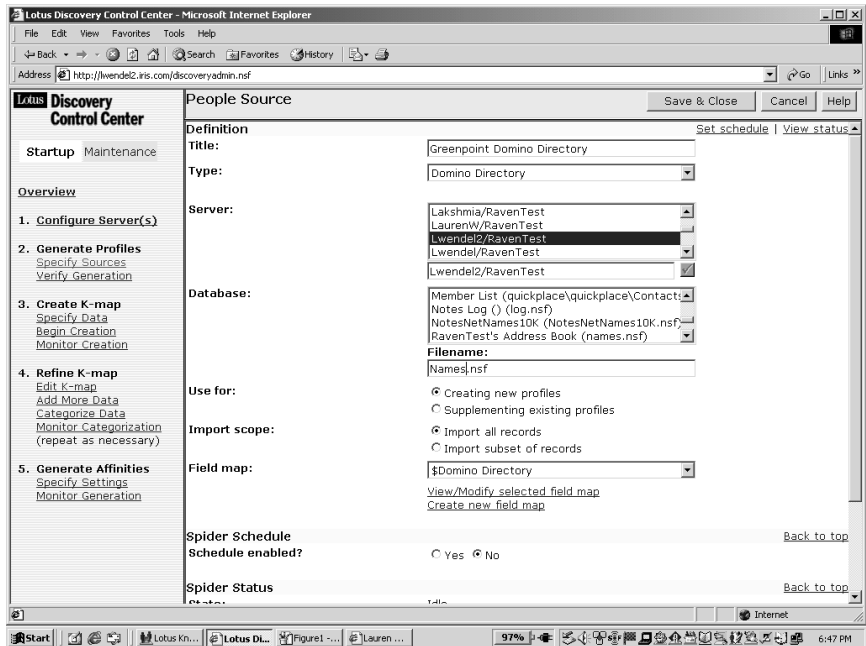
The Discovery Server runs on Windows NT 2000, and support for additional platforms will be introduced in the future. The Discovery Server installs as a separate server or servers, rather than sharing hardware with other applications. Administrators can distribute services over multiple servers if necessary. This approach provides maximum scalability, and enables you to enhance your Knowledge Management capabilities as your needs change. For distributed implementations, Lotus recommends using a primary server and secondary servers running services such as profile synchronization, K-map building, K-map Indexing, Metrics, and Spiders. The Discovery Server Control Center provides a consolidated view of the implementation via its Servers and Services view.



The Discovery Server task list.

Step 2: Generate profiles

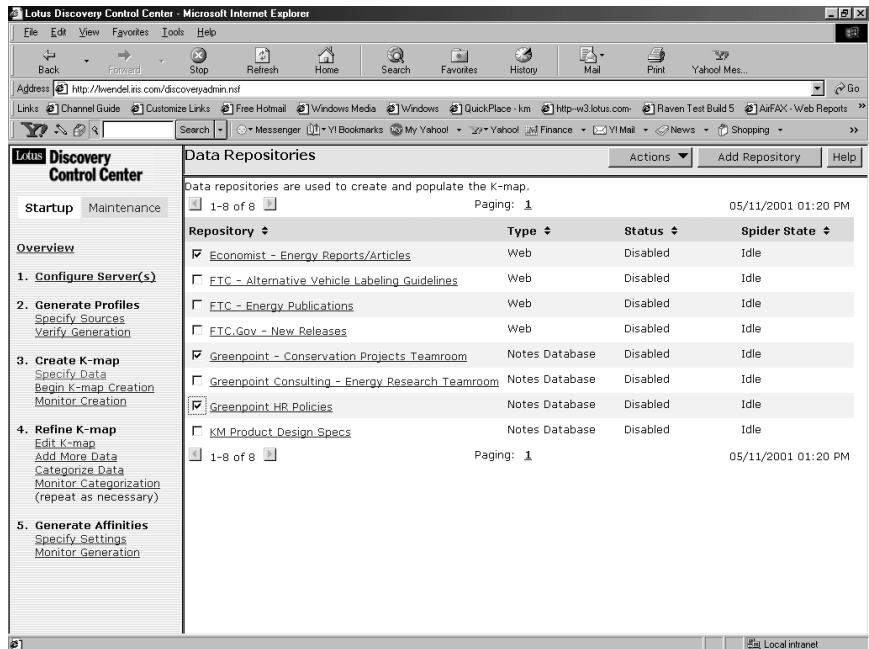
During initial configuration, administrators specify both authoritative (and supplementary sources, if desired) to use when initializing and populating profiles. When generating profiles, they can leverage existing directories (any LDAP/Domino/Active directory), and tap any skill repository by leveraging document metadata. Simply point and click on sources and servers, and the Lotus Discovery Server does the rest automatically, aggregating and consolidating profile information.



During directory synchronization, specify primary and secondary sources of information about people.

Step 3: Create the K-map

Once the administrator has distributed the Lotus Discovery Server services and initiated the profile source spider to generate profiles, the next step is to define and create the K-map. First, the administrator defines the K-map data set, the repositories that the K-map Builder will use to create the K-maps initial, first-pass hierarchy of categories. The key here is to select a wide array of data sources, and to use representative sources. The administrator specifies the data sources, begins the K-map creation process, and monitors the status. The Lotus Discovery Server automatically creates the initial K-map that provides a solid foundation.



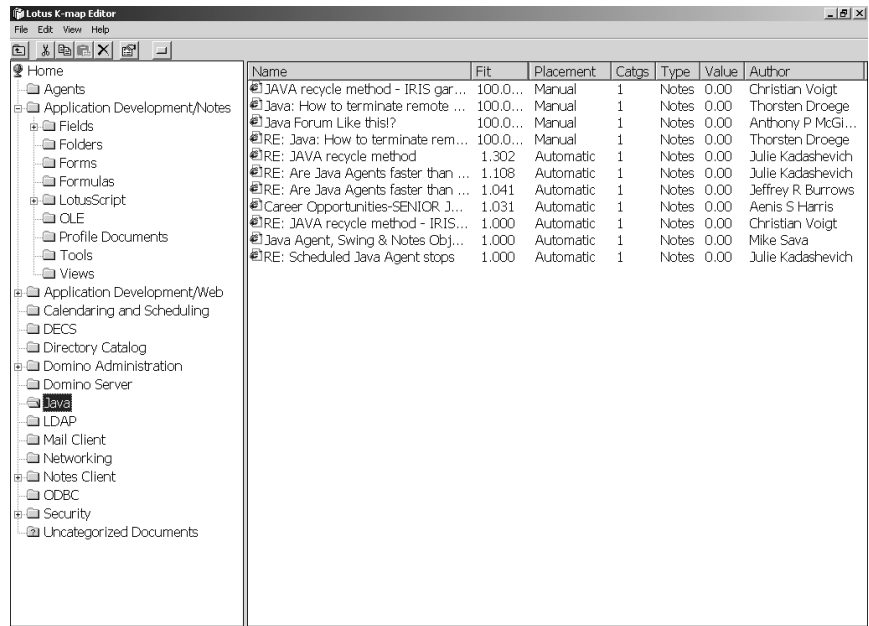
Specifying data sources that should be used to create the K-map.

Step 4: Refine the system with the K-map Editor

Once there is an initial K-map, the administrator and/or designated K-map editors use the K-map Editor application to refine the K-map. They can re-label, delete, create, or merge categories in the initial K-map to represent their organization more accurately. When the data is categorized correctly, ongoing categorization can begin. During this time, all new data will be added to the K-map based on its current structure and the categorization rules defined via the K-map Settings in the Discovery Server Control Center.

The system learns from any changes made via the K-map Editor and ensures that all incoming information and expertise is directed to the appropriate categories. It remembers an organization's needs and adapts to meet them, increasing the accuracy of the K-map.

This step can be supplemented by initial testing with users to ensure that the categories are correct. This approach allows organizations to make changes before rolling out the K-map to the entire organization.



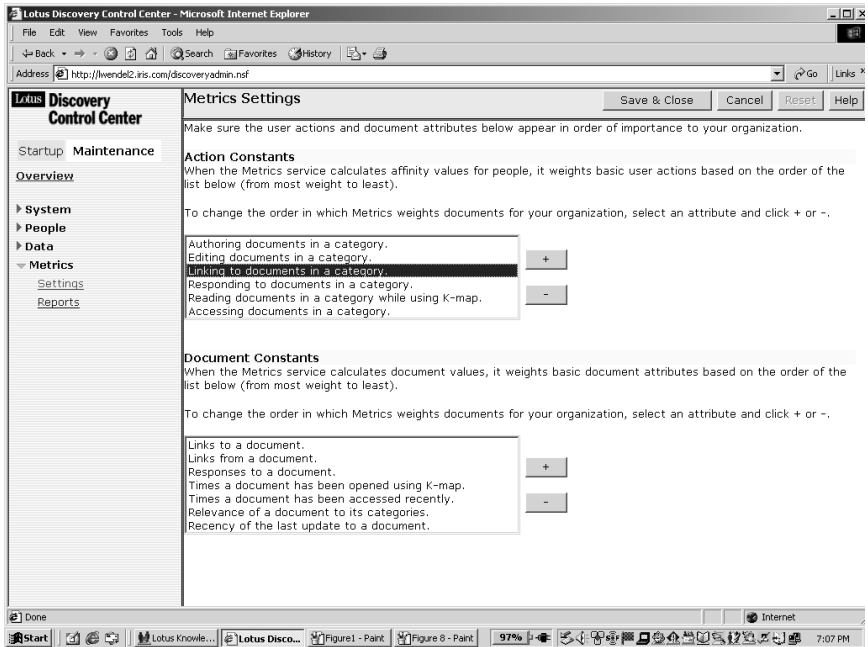
Using the K-map Editor to refine the first-pass taxonomy generated by the Discovery Server.

Step 5. Generate affinities

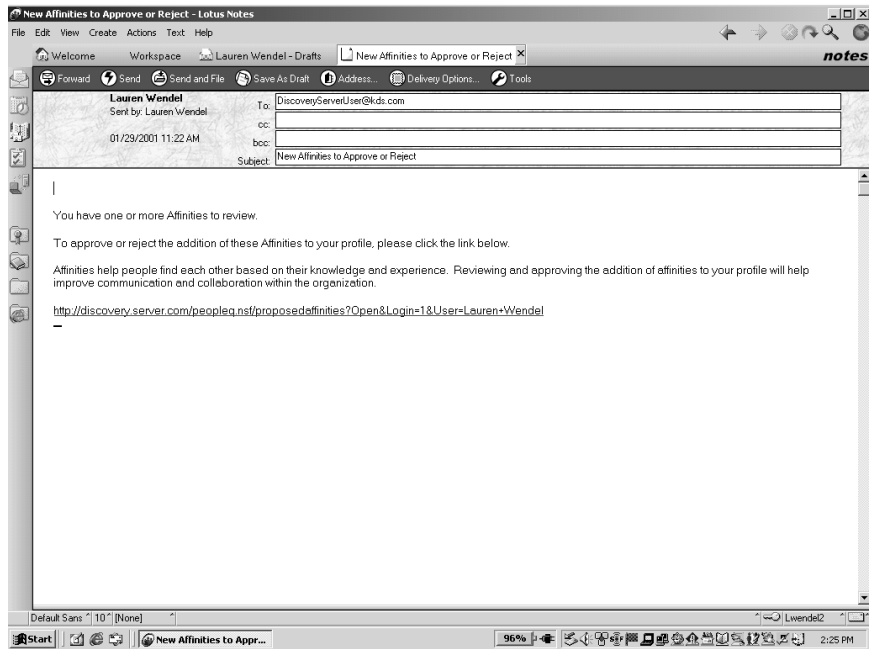
People who have specific knowledge about certain categories within the K-map have affinity with these categories, to a lesser or greater degree. Affinities are calculated automatically by the metrics engine of the Lotus Discovery Server. They can also be manually assigned to a specific person by authorized personnel, for example, managers familiar with the types of knowledge that many people have. People charged with assigning affinities are called the Affinity Designators group. And individual users can declare/propose their own affinities to K-map category terms.

Administrators must set the affinity generation threshold, which defines when a person will be designated as having an affinity for a certain category. The system will only propose affinities when the user's affinity values are higher than the threshold value. Administrators determine how affinities are approved. Taking into consideration their organization's data privacy policies, they establish policies that enable people to review and approve their affinities before they are shared. For example, the Discovery Server will e-mail a person to review and approve or deny proposed

affinities. Administrators also determine whether e-mail may be scanned, and can select settings to request end-user permission when determining affinity rankings. In short, the Lotus Discovery Server gives organizations a great deal of control over how affinities are determined and shared.



Customizing the relative weight, or threshold, of expertise and document value metrics.



Users are automatically notified of discovered affinities that they should approve or reject via e-mail.

Chapter 5

The Lotus Discovery Server and K-station

A powerful combination

The Lotus Discovery Server and K-station portal have been designed to operate as stand-alone products or as an integrated offering, called the Lotus Knowledge Discovery System. In its first release, the Lotus Discovery Server will ship with K-station to provide the complete Knowledge Discovery System.

The extensive searching and expertise location capabilities of the Discovery Server on the back end richly complement the collaborative K-station portal interface on the front end. When used together as the Knowledge Discovery System, organizations will have a single access point that enables individuals and teams to find and discover the most useful information and experts on a given subject, and to then develop action plans more rapidly than ever before.

This chapter provides an overview of K-station, and highlights the many ways that integration between K-station and the Lotus Discovery Server benefits end-users. For more specific information about Lotus K-station, consult the K-station Reviewer's Guide, available at www.lotus.com/kstation.

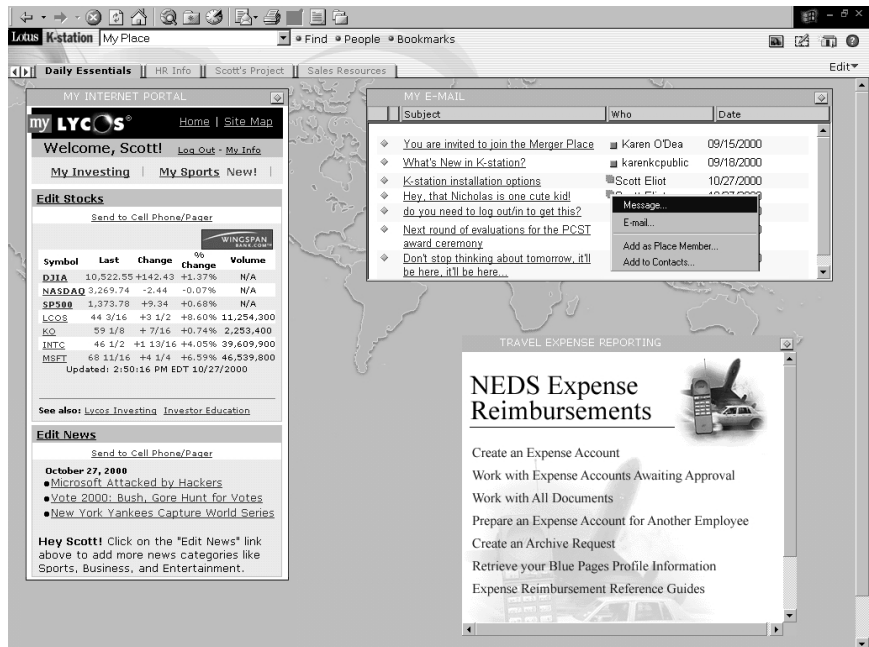
Introducing K-station

K-station provides a wide range of capabilities that enable organizations to make Knowledge Management part of their day-to-day work. K-station enables individuals and groups to work more efficiently. It empowers organizations to collaborate at a higher level and to leverage new power from the knowledge of the entire enterprise. Lotus K-station is a key element of the overall Lotus vision of Knowledge Management — one that complements the powerful capabilities of the Lotus Discovery Server. And its advanced capabilities and Place-based design set it apart from other portal solutions.

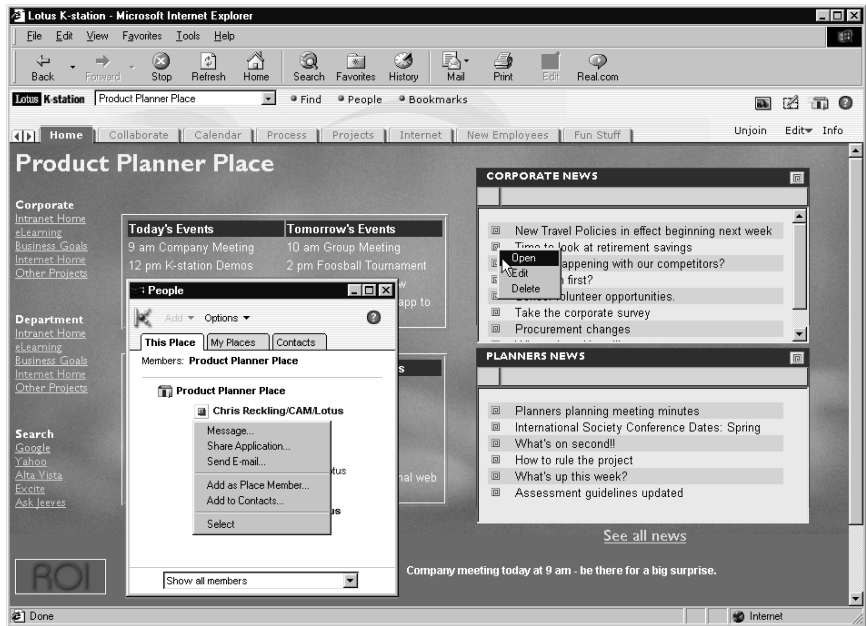
These key elements help define K-station:

- Intuitive interface
- Place-based design
- Ability to be customized
- Extensibility

The intuitive interface of K-station provides users with a single point of access to mission-critical information through flexible portlets, while its unique, Place-based design enables collaboration between individuals and communities of people. K-station is easily customized by both developers and users to set up collaborative work environments for projects and tasks. Thanks to its open, standards-based architecture, K-station is easily extended, enabling businesses to leverage their existing enterprise solutions and technologies. K-station has been designed for rapid implementation with rich out-of-the-box functionality.



Personalize the look and feel, organize content, or instantly see who is online and communicate in real-time — all from your personal My Place.



Unite internal and external team members to collaborate in a secure Web environment — a K-station Community Place. Easily manage content to support all aspects of a project and know at a glance when other team members are online for quick communication.

Combining the power of K-station and the Lotus Discovery Server

K-station and the Lotus Discovery Server are designed for maximum integration. Here are some ways that the two systems work seamlessly together:

- K-station makes it easy for users to search the Knowledge Map generated by the Discovery Server. They can access and search the K-map via the Find button on the K-station action bar, the pop-up collaboration menu, or from the portlets designed specifically for specialized K-map searches. The system refreshes to provide new search results for your query.
- When a person's name appears in K-station, users can view the associated profile generated by the Discovery Server or automatically find documents authored by that person.

- Shared Community Places within K-station are recognized, indexed, and categorized into the K-map by the Lotus Discovery Server, preserving the context between the people, content, and objectives of the Place.
- Place-based awareness is shared across K-station and the Lotus Discovery Server.

Using the complete Lotus Knowledge Discovery System

When used together, the Lotus Discovery Server and Lotus K-station integrate seamlessly to provide a complete Knowledge Management solution that puts advanced capabilities at the fingertips of every user. Consider the common business challenge of responding to a request for proposal (RFP). Using K-station, the RFP team leader could establish a RFP Rapid Response Community Place that would serve as the focus of all RFP-related activities. Using the Find button on the K-station action bar, the team leader could locate people with relevant expertise, such as the team leader who prepared a similar proposal last year, then invite them to join the Community Place. The team leader could use the online people awareness feature to find out who is online and to invite the appropriate experts (identified by using the Discovery Server) to join the Community Place. The marketing group in New York, a sales manager in San Francisco, and the European headquarters in Brussels could all work together via the Community Place to prepare an outstanding proposal more quickly and efficiently than other methods of communicating and collaborating.

The Lotus Discovery Server could also uncover other relevant Community Places within the organization, such as a sales-related Community Place. And finally, the team leader could use the Lotus Discovery Server to search for other relevant proposals or reference materials, leveraging new power from the organization's existing knowledge. Armed with this wealth of knowledge, the team can now use the RFP Rapid Response Community Place to prepare a winning proposal built on the experience of others, instead of starting from scratch. And when necessary, it can tap the Lotus Discovery Server for more information and expertise.

An integrated solution that enables Knowledge Management

Creating a successful proposal is just one simple example of how Lotus K-station and Discovery Server can work together. In this case, as in so many others, the combination of Lotus K-station and the Discovery Server provides users with the information and expertise they need to work better and smarter, while leveraging the full range of knowledge within an organization.

The advanced capabilities of the Discovery Server and K-station help locate and leverage the knowledge, insights, and expertise that are at the core of Knowledge Management. The collaborative K-station interface on the front end complements the deep searching and expertise location capabilities of the Discovery Server on the back end. The result is sophisticated Knowledge Management capabilities unequaled by any other solution.

Chapter 6

System requirements

Client support

- Internet Explorer 5.01 and Internet Explorer 5.5
- IE 5.x control in the R5 Notes client

Client operating systems

- Win95 SP2
- Win98 SE
- Windows ME
- Windows NT 4.0 Workstation SP5, SP6a, or above
- Windows 2000 Advanced Server 1.0

Client hardware requirements

The Lotus Knowledge Discovery System has no client requirement above and beyond the requirements of Windows 95 SP2.

Server operating systems

- Windows NT 4.0 Server SP5, SP6a, or above
- Windows 2000 Advanced Server 1.0

Server hardware requirements

- 512MB RAM (1024MB recommended)
- 30GB disk capacity (100GB+ recommended)

Languages supported

- English
- French
- German
- Italian
- Portuguese
- Spanish
- Dutch
- Danish
- Finnish
- Norwegian
- Swedish

Chapter 7

Additional Lotus and IBM resources

Additional Discovery Server literature

www.lotus.com/discovery

White Papers

Lotus Discovery Server: Taking Advantage of the Collective Experience of Your Organization — Introduces the Lotus Discovery Server and the critical business issues that it addresses like no other solution in the market today.

Building Enterprise Taxonomies with the Lotus Discovery Server — Provides a more detailed look at the benefits of taxonomies and specifically how they are generated and maintained by the Discovery Server.

Organizational Expertise with the Lotus Discovery Server — Provides a detailed look at the benefits of expertise location and specifically how user profiling and affinity mapping is handled by the Discovery Server.

Business Brochure

Knowledge Discovery in the Information Age — An overview for business managers of current information management conditions and the context in which the Lotus Discovery Server provides business solutions for competitive advantage.

Product Sheet

Key features and benefits of the Lotus Discovery Server.

Additional K-station literature

www.lotus.com/kstation

Product Sheet

Key features and benefits of K-station.

White Paper

K-station and its powerful capabilities — Includes examples of how users would apply a K-station Community Place in real-life scenarios.

K-station Reviewer's Guide

Features, benefits, and functionality of K-station including: how K-station fits into Lotus' Knowledge Management strategy; a close look at the portal itself; set-up and administration of K-station; and enhanced capabilities for K-station with the Lotus Discovery Server.

Demonstrations

Knowledge Discovery System Flash Demo — Showcases K-station and Lotus Discovery Server working together for an employee on her first day of the job. www.lotus.com/discovery

Lotus Discovery Server Product Tour — Explore the Lotus Discovery Server K-map interface and key features to learn how to find the right information, at the right time. www.lotus.com/discovery

K-station Guided Tour — Learn the basics of K-station and see a day-in-the-life scenario of a K-station user. www.lotus.com/kstation

Lotus and IBM general information

Lotus General Information	www.lotus.com	1-800-343-5414
Lotus Press Information	www.lotus.com/press	1-800-343-5414
Lotus Professional Services	www.lotus.com/lps	1-877-621-7495
Lotus Education	www.lotus.com/education	1-800-346-6409
Lotus Support	www.lotus.com/support	1-800-553-4270
Passport Advantage (Pricing)	www.lotus.com/passport	1-800-266-8720
IBM General Information	www.ibm.com	1-800-426-4968

Lotus product information

Discovery Server	www.lotus.com/discovery
Domino.Doc®	www.lotus.com/dominodoc
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Lotosphere	www.lotus.com/lotosphere
Lotus Masters Broadcast	www.lotus.com/masters
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