Chapter XI

Future Developments that Impact Optimal KM/WM Systems

Issues

• 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

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**

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 environ-
ment over time.