



Knowledge Interpretation And Collection Methods

“A process, designed to reveal knowledge by collecting individual and organizational interpretation. Our method which includes our Knowledge Banks, Mirrors, General and Specific Reflection and Coloring in a controlled Scope will capture daily events and track activities, knowledge, intelligence and most of all interpretations.”

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Introduction

The world is focused on the concept of knowledge management. Most of the people who think about these things have first to define what knowledge really is and then, supposedly, it will let itself be tamed into being managed. The challenge is perhaps greater than that presented by the taming of the West Wind. There are two very daunting challenges that confront those who would manage knowledge. The first is to find the solution of how to replicate the human brain and its relationship with human sentiment. The second is how to move the reality that has been defined as knowledge for business purposes from the static phase of past experience to the dynamic phase of present and future action. Sientifix Corporation has introduced a method of capturing, collecting, relating and patterning data that produces interpreted cumulative results of the day to day activities of a business. The end result is a knowledge management system based on the Data, Information, Knowledge and Interpretation, theory that not only preserves information but makes the knowledge derived from it dictate future action in a duplicate or closely similar set of business circumstances.

Review of the DIKW theory of Knowledge

In the Sientifix™ context, knowledge is defined as: The body of enterprise related truths or facts accumulated in the course of time with the success of the work product the

intended goal. This definition clarifies certain ideas. First, we talk only of truths and facts that are related to the business as they contribute to the success of the business through the quality of its intended work product. Second, not all of the facts and the truths collected are necessarily directly related to the work product, but they do form a real body of forces that influence the end product. Third, the truths and facts are captured in a timeline and form a dynamic pool of indisputable facts that drive the behavior of the business going forward from real-time point to real-time point. The construction of this body of knowledge takes place within the confines of the best practices dictated by the DIKW theory of how knowledge comes about. We therefore will take a short walk through the theory by elucidating the meaning of the various elements of what we understand to be knowledge as defined above.

- Data are random realities. They have no meaning or significance other than what they are in their own singular existence. Some data have a use of their own and do stand by themselves. One egg has a meaning in and of itself, but alone, it cannot signify a dozen. In language, a letter is a letter and doesn't normally have any meaning outside of its own existential reality.
- Information is a collection of data that are inter-related. Information has meaning in and of itself. The relationship between the bits of data is what constructs useful information. It takes twelve eggs to make a dozen. The existential reality of each datum in this case, egg, related to eleven more eggs is what gives the information that it is a dozen. In language, the relationship of the data with one another creates the information that a word exists.

- Knowledge is the body of enterprise related information that has been collected for the good of the company. Knowledge comes from the appropriate relationship between patterns of information. In language appropriate relationship between words results in sentences, paragraphs and even white papers. Knowledge is useful to a higher degree than information. It also requires a higher degree of another element important to human advancement and important to the SIENTIFIX™ “Reflective Collection Method”. That element is,
- Understanding is possessing a systematic interpretation of the body of knowledge gathered. Understanding is an analytical process. The understanding of relationships yields meaning. With understanding comes an unveiling of the meaning of the agglomerated knowledge. With understanding information develops better knowledge and with and through understanding, knowledge develops new knowledge which becomes wisdom. The graph on the following page will clarify these concepts.
- Wisdom is the knowledge of what is true and right with the insight for right action. Where all the previous elements are concerned with the past or the present, wisdom is what drives beings into the future. Wisdom contains all the realities described above. It understands all the relationships between them. It even unveils patterns that exist within the relationships and therefore develops new truths. These new truths provide new directions. Wisdom is a quality more than it is a mental operation.

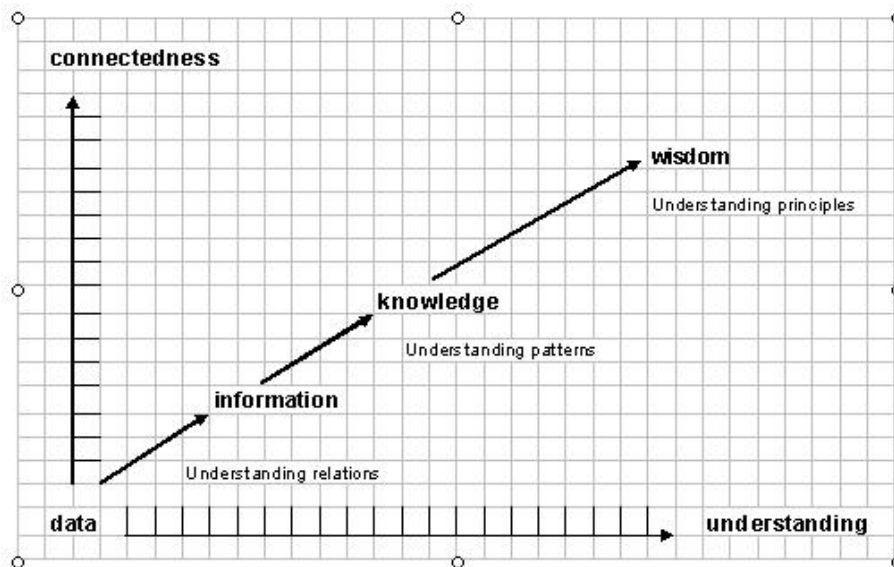
Wisdom is what brings morality into the world and makes it attractive. The goal of Sientifix™ and others is to achieve the infusion of interpretation and wisdom into a software package. Interpretation and wisdom is looked at his/her ideals and principles that govern all actions and decisions.

The State of Knowledge Interpretive Software (KIS)

Why do we gather so much data?

The search for the Holy Grail of business software, predicting the future turns over new leaves nearly every year. It is one thing to have knowledge in store, but it is another thing to be able to interpret it and turn it into wisdom, and then even share this within the confines of most organizations. The available systems do quite well in the gathering of data and following that up with producing relationships that provide good information. This results from the ability to intersect well-connected data with an understanding of the relationships that exist within the collection. The more densely connected the data are, the easier it is to understand them. The denser the data, the clearer the information.

Data enrich their density as they accumulate. They are generated by different stimuli from different sources. The density that is derived



the software starts to interpret what has been organized into information.

It is a low-level interpretation at this point, but a very important one. Its result is identifying the patterns of the information that has been defined at a lower level. These patterns yield the knowledge that is very important to

then makes defining their meaningful relationships easier. Information then is created and this creation becomes useful. It is at this stage that questions begin to emerge and the questions start to bring forth answers. The software at this point is operating at its “one-hand-tied-behind-its-back level. There are many applications for low-level information of this nature. They are low-level, true but they also find their final destination in low-level “black-holes” out of which they never see the light of day again. This causes another question to be asked, to wit:

Why do some people in the same organization know more than others?

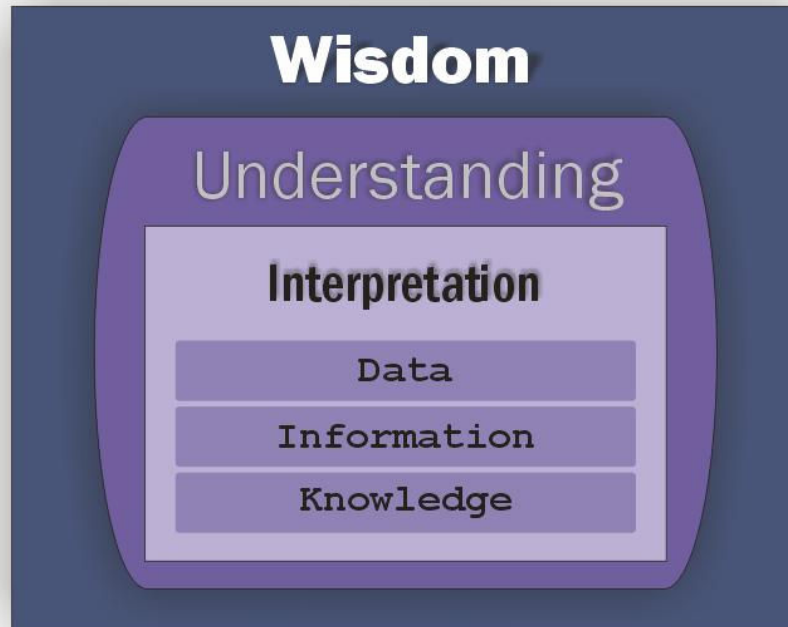
The answer to this intriguing question does not lie solely in the lack of initiative or energy of the employees. There is a technological answer as well. The linear graph above, following the descriptions that appear on page one shows that there is more strength in software than what many companies use. There is software that turns information into certain knowledge. This is the point at which

the strategic level of an enterprise. The result of the collation of these patterns is the knowledge that comes from the core of the system. We could call it the nucleus. Knowledge is produced for every employee. Every function in the company feeds the software with the seeds that finally grow into knowledge. The bottom line is that the computer knows. An enterprise that challenges itself to work with a Knowledge Interpreting Software package will find knowledge more evenly spread out among employees of all levels. It will also give itself a leap towards the future because it will protect itself against the “anecdotal” loss of knowledge that occurs when turnover happens. Here’s an illustration that I believe may help you understand.

Why do I lose intellectual capital when one of my knowledge workers leaves?

It is because you do not have a “brain” that has captured the employee’s history and interpreted it to a degree that allows you to

make decisions that the employee would have



Conclusion

Knowledge Interpretation Software does not terminate in wisdom. It does create interpreted knowledge to facilitate the decision making process of the end users. The 21st century enterprise owes it to itself and to its stakeholders to let software carry some of the burden of strategic interpretations that can lead to solid decisions for the success of the company.

made without missing a beat. Knowledge Interpretation Software (KIS) brings you to a point just shy of Wisdom. It doesn't make the decision for you, but it provides you with knowledge sufficient to provide you with a vision of the principles that the employee was using to set strategic and tactical direction for the company. KIS software is so powerful because it collects data from every corner of the enterprise. As soon as the data is captured, KIS categorizes it and makes it immediately available to all the operations of the company. In the case of the sudden absence of a key employee, the company is not left with a deficit in its intellectual capital. The software has collected all the activity of the employee's function, including peripheral interaction so that the remaining employees can easily take up the slack. KIS does not stop working. It is always active. It distributes its interpretations equally because its core is not just a repository, but a dynamic interpreter.

For more information:

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