

## enabler<sup>4</sup>BIZ Knowledge Management

The enabler<sup>4</sup>BIZ Knowledge Management offers the possibility to record and communicate any type of knowledge, information, experience or customer-related communication in the form of database entries regarding specific issues – if wished, also process-related. From the knowledge entries, measures can be derived directly and their implementation can be tracked/monitored. All processes are documented fully and evaluation via statistics is possible.

> Employees

Task	Employee	Position of Employee	Executive manager	Employee ID	New
all	<all>				<input type="checkbox"/>
Creator	Number	Functional description			

> Entries: Records found: 6

Task	Employee	Executive manager	Employee ID	Creator	Created	Number	Functional description
OK	Fasol, Peter	Meier, Hans	5568	Mrachacz, Bojana	19.01.2017	126811	Purchasing (126808)
OK	Friedl, Franz	Peganz, Max	1123	Mrachacz, Bojana	19.01.2017	126812	Sales (126809)
Not OK	Golubew, Polina	Golubew, Polina	66985	Mrachacz, Bojana	19.01.2017	126813	Marketing (126806)
OK	Mann, Muster	Mann, Muster	22365	Mrachacz, Bojana	19.01.2017	126814	Accounts (126805)
OK	Mrachacz, Bojana	Golubew, Polina	66585	Mrachacz, Bojana	19.01.2017	126815	Marketing (126806)
OK	Wohlmann, Peter	Wohlmann, Peter	9989	Mrachacz, Bojana	19.01.2017	126816	Office (126810)

### Freely definable contents

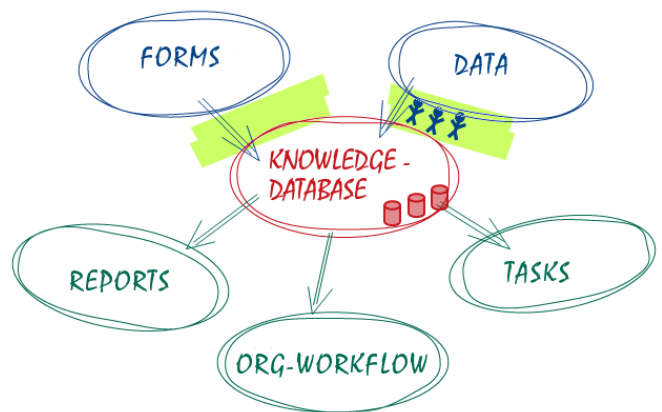
- ▶ Possibility for integration of any knowledge or subject area (see examples on the back)
- ▶ Collection of freely definable information to any entry (e.g. texts, dates, responsible people, controlled or uncontrolled documents, selection fields, pictures or photos, etc.)
- ▶ Free definition of mandatory fields
- ▶ Extension possible anytime
- ▶ Restrictions regarding editing possibilities of fields of already saved entries
- ▶ Flexible search on the basis of freely selectable search fields

### Connecting knowledge content

- ▶ Easy linking of data records from different knowledge databases
- ▶ Clear tree representation (incl. task statuses)
- ▶ Display of existing as well as creation of new knowledge entries directly from the tree representation
- ▶ Direct access to existing measures as well as creation of new measures from the tree representation

### Easy use

- ▶ Recording new entries via web forms
- ▶ Intuitive administration for responsible persons
- ▶ Archiving entries



### Continuous communication and documentation

- ▶ Integration into the process-oriented management system (access via the process model)
- ▶ Automatic notification mechanisms
- ▶ Comprehensive evaluation and statistics possibilities with the help of the module enabler<sup>4</sup>BIZ Reporting and Key Figures
- ▶ Full integration into the other enabler<sup>4</sup>BIZ modules (e.g. (Quality) Management System, Industry Solution Consulting, Workflow Solution, etc.)
- ▶ Direct link to the interactive tracking of measures of the enabler<sup>4</sup>BIZ incl. e-mail notification and reminder function

### enabler<sup>4</sup>BIZ Knowledge Management

- ▶ Full integration of various knowledge and subject areas
- ▶ Customizable entries
- ▶ Measuring of effectiveness and possibilities for evaluation

ONLINE-  
DEMOSYSTEM:  
<http://www.enabler.info>

## Application possibilities

We have already implemented the following selection of solutions with the help of the enabler<sup>4BIZ</sup> Knowledge Management together with our customers:

### ► Knowledge Database

Easy implementation, easy recording, easy search and evaluation: the use of the Knowledge Management as a simple knowledge database maintains company know-how.

### ► CMDB according to ISO 20000

With the help of the "Configuration Management Database", all elements of the IT landscape are documented. Incidents during operation are recorded via a knowledge database and assigned to the affected IT element. With the help of measures, the problem solution is tracked and documented.

### ► Customer Database

With the help of the enabler<sup>4BIZ</sup> Knowledge Management, a customer database was implemented for the administration of people in need of social or medical care. Besides the person master data, in the form of electronic files, information about medical diagnoses and medication, education as well as accommodation is saved. The detailed authorization concept of the enabler<sup>4BIZ</sup> ensures that only authorized people have access to sensitive data.

### ► Audit Database

With the help of the enabler<sup>4BIZ</sup> Knowledge Management, the audit program of our customer is created and maintained. Every audit is assigned to a responsible auditor and audited person and a date is defined. The results of the audit are saved along with the audit report for each respective audit and are made transparent for the entire company. Deviations and recommendation are assigned to a responsible person for implementation with the help of the measures module and are monitored/tracked.

### ► Standards Database

With the help of the Standards Database, all available standards of the company are saved in a central location and are easily accessible for all employees. Besides the short description as well as direct access to the standards, every system user can here find the responsible internal point of contact that is also responsible for the regular check of the up-to-dateness of the norm via the measures module.

### ► Depiction of annex directories and substance directories according to ISO 14000, implementation of a notification database

also see enabler<sup>4BIZ</sup> Compliance Management System

> Hardware (Configuration Management): New entry

Created on: 20/05/2023 by: Bojana Mrachacz  
Last changed on: 20/05/2023 by: Bojana Mrachacz

Number: -

General Information:

Type: <select>  
Brief description\*:  Date of acquisition\*:   
Title:  Invoice date:   
Supplier:

Attachments:

Durchsuchen... Keine Datei ausgewählt.

Remarks:

> No remarks exist  
New remark:   
Add remark

Category (Configuration Management):  <select>

> Tasks (New York):  
Current task status: No tasks (No tasks assigned)

### > Hardware (Configuration Management)

Type	Brief description	Date of acquisition	Titel	Supplier	New
Beamer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Number  Category (Configuration Management) CM Software

### > Entries: Records found: 2 Clipboard: 0

	Type	Brief description	Date of acquisition	Titel	Supplier	Attachments	Number	Category (Configuration Management)	CM Software
	Beamer	B02	22/01/2007	BENQ	Standard		126817	• Beamer	
	Beamer	B01	21/02/2000	Toshi	Standard		126951	• Beamer	