



Afi



AFIKnow

Knowledge Management System



Afi

www.afi.es

What is AfiKnow?

Knowledge Management consists of the administration of corporate intelligence in order to permit a business to easily face the changes occurring in its environment and to adapt easily and quickly to new situations, improving its competitive capacity and the quality of its results.

AFIKnow is a Knowledge Management System (KMS) developed by Tecnología, Información y Finanzas (Afi).

How does it work?

It allows complete, reliable, and timely information to reach the right person at the right time through the most suitable media.

Description?

Afi provides an application which includes and links together all the information from all areas of the organisation, and moreover connects it to all the processes carried out in the business, through a simple method of contribution, linkage and consultation.

The screenshots show the AfiKnow interface with a sidebar menu on the left containing options like 'Inicio', 'Consultas', 'Aportaciones', 'Información personal', 'Administración', 'Teléfonos del Grupo', 'Información al empleado', 'Centro documentación', and 'Gestores / servicios web'. The main content area displays detailed information for three different items:

- Ficha detallada de la página web:** Shows details for 'http://www.imf.org', 'Fecha última visita: 08/01/2002', 'Título: Fondo Monetario Internacional', and 'Resumen: Información sobre países miembros del FMI y actividades de los Documentos de trabajo, informes y estadísticas.'
- Ficha detallada del documento:** Shows details for 'Crecimiento y convergencia real de la economía española', 'Resumen: Jornada de Formación sobre Comunicación Económica y financiera', 'Fecha del documento: 08/02/2003', and 'Tipo de documento: Doc. Presentación'.
- Ficha detallada de la monografía:** Shows details for 'Análisis contable de las infraestructuras públicas y su financiación privada', 'Resumen: Con el Tratado de la Unión Europea, se traslada a Europa la cultura de limitación del endeudamiento de las Administraciones Públicas...', 'Tema: Análisis de proyectos > Project finance', and 'Sector: Sector Público'.

What types of data does it manage?

The system permits the management of information on employees (HR database), customers and contacts (personal and institutional information), services and products provided, document sources (internal or external, Documentation Centre), internal



Afi

www.afi.es

processes (meetings, documentation management, administrative tasks and procedures...), etc.

AFIKnow

Metodología de desarrollo | Imputación de horas | Gestores | InfoAnalistas

- Inicio
- Consultas
- Aportaciones
- Información personal
- Administración
- Teléfonos del Grupo
- Información al empleado
- Centro documentación
- Gestores / servicios web

Información personal

Ficha detallada

Nombre
Cobo, Dori

Cargo y área
Desarrollo | TIF > Desarrollo [Modificar perfil](#)

Mis estadísticas

Aportaciones al sistema	4	Consultas efectuadas	38
Valoración media de mis aportaciones	5.0	Consultas a mis aportaciones	70
Valoración media de mis consultas	-	Porcentaje de mis aportaciones	0.3%
Ranking en aportaciones	3.40%	Ranking en consultas	18.59%
Aportaciones mensuales	1		

Estadísticas del resto del área

Aportaciones al sistema	246	Consultas efectuadas	3959
Valoración media de las aportaciones	4.7	Consultas a las aportaciones	1747
Valoración media de las consultas	4.5	Aportaciones mensuales	1

Estadísticas del sistema

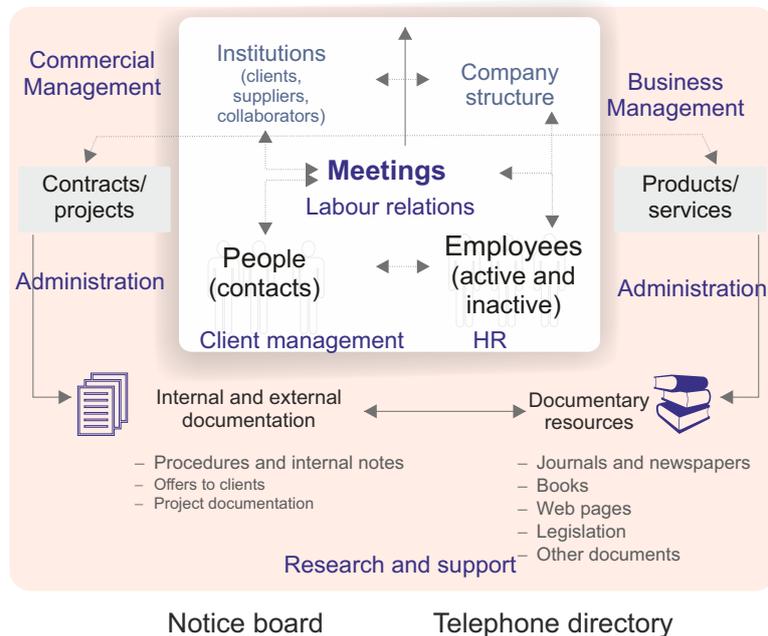
Aportaciones al sistema	7117	Consultas efectuadas	21264
Valoración media de las aportaciones	4.0		

Destacados

- Doc. Nota interna**
Ejemplo de listado de Agenda
- Documento externo**
Borrador de Anteproyecto de Ley de Instituciones de Inversión Colectiva

Supporting areas such as:

- **Human resources:** by means of an employee database (active or inactive) with personal and work-related data, providing improved knowledge of the staff and their possibilities, achievements and expectations.
- **Administration:** including all the services and products offered by all the areas comprising the company, both internally and externally, linked to senior staff and customers and providing information on productivity and shortcomings in performance. Moreover, it permits the internal procedures followed by this department to be publicised and explained.
- **I+D:** allows studies on the company's business lines to be carried out, identifying those that need further development or analysis.





Afi

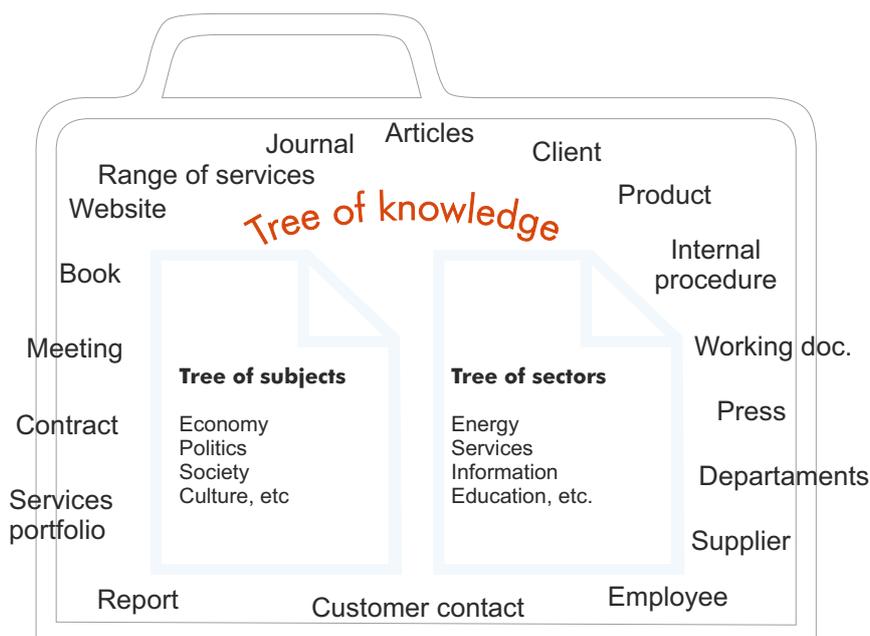
www.afi.es

- **Marketing:** the sum of all employees' knowledge of a specific customer is included on the system, improving the company's ability to negotiate and generate sales.
- **Personal and labour relations:** supports closer relations between employees, meaning that they learn to share and distribute information for the benefit of all. With the advantage of working with a system that allows timely reporting on new customers, important meetings, contracts, incorporation of employees, reports produced, etc.
- **Documentation centre/library:** the system manages the documentary resources of the documentation centre, including, moreover, the management of all the internal documentation that the business generates and that is not usually retained due to its characteristics.

Methodology

→ Contribution to the system

A clear classification of the information provides the basis for a fast and powerful system to provide access to simple homogeneous menus. As well as the classification, all contributions are included under the subjects or sectors appropriate to the company's activity, together known as the **Tree of Knowledge**.



→ Location and distribution of information

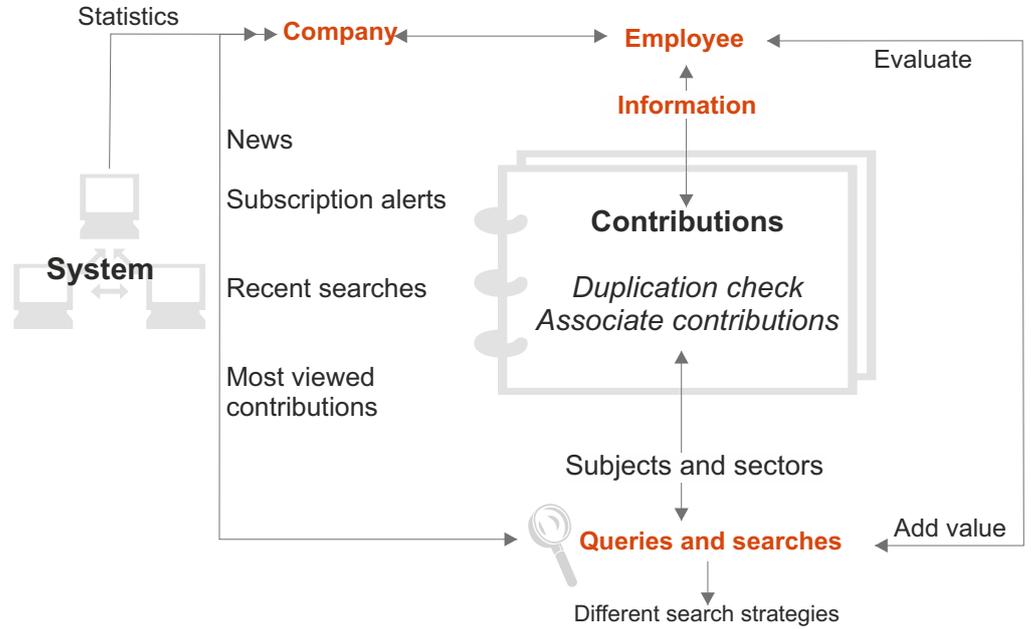
- **Consultation** by areas of information, by different fields.
- Consultations by subject or sector of the Tree of Knowledge.
- **General search** by word in the most important fields.
- **Subscription system:** the users can subscribe to the contributions made under specific subjects and sectors, which the system will bring to their attention directly by e-mail, with access to the contribution from the message itself.
- **Sending of links:** each contribution has its own address, which can be sent from one user to another when they wish to be informed of some specific fact.



Afi

www.afi.es

- **Simplicity:** in contribution and in consultation.
- **Clarity:** in orientation and in the result obtained.



- **Speed:** in consultation and notification times.
- **Usefulness:** the information obtained always has *added value*.

AFIKnow Metodología de desarrollo | Imputación de horas | Gestores | InfoAnalistas

Inicio

Consultas

Aportaciones

Información personal

Administración

Teléfonos del Grupo

Información al empleado

Centro documentación

Gestores / servicios web

Destacados

Ref. Artículo
Still bubbling

Documento externo
Borrador de Anteproyecto de Ley de Instituciones de Inversión Colectiva

Búsqueda general

Buscar Buscar en resumen

[Búsqueda avanzada](#)

Consultas

Agenda

Lo último

- + University of Strathclyde
- + Rheinisch-Westfälisches Institut für Wirtschaftsforschung (RWI)

Instituciones >

Personas >

Trabajo

Lo último

- + Asesoramiento a la Junta de Extremadura sobre jubilación anticipada del personal a su servicio
- + consultoria

Documentos

Documentos >

Referencias

- Artículo** >
- Publicación periódica** >
- Monografía** >
- Legislación** >
- Página web** >



Afi

www.afi.es

Control of the system

Knowledge management provides the tools needed to compile statistics that allow the use made of the system to be monitored, measuring the number of contributions to the system, the number of consultations, which contributions are the most visited, which users made those visits, who makes and does not make contributions, etc.

AFIKnow

Metodología de desarrollo | Imputación de horas | Gestores | InfoAnalistas

Inicio	Administración		
Consultas			
Aportaciones			
Información personal			
Administración			
Teléfonos del Grupo			
Información al empleado			
Centro documentación			
Gestores / servicios web			
Destacados			
Persona Prades Illanes, Elvira			
Producto Administración AFI			
	Estructura de empresa Pulsa aquí para modificar la estructura de la empresa.	Árbol de temas En esta sección podrás modificar el árbol de temas.	Árbol de sectores En esta sección podrás modificar el árbol de sectores.
	Árbol de topónimos Pulsa aquí para modificar el árbol de topónimos.	Usuarios En esta sección podrás modificar y crear nuevos usuarios.	Editores En esta sección podrás modificar y crear editores.
	Enviar avisos Para enviar avisos a los usuarios del sistema pulsa aquí.		
	Log de consultas o aportaciones		

Special characteristics

- **Automatically shows related items of knowledge** hierarchically, by subject and/or personalised by the provider of the knowledge.
- **The user chooses the linking** of knowledge that he or she considers related.
- Possibility of always being informed of the **latest contributions**.
- Possibility of **evaluating and adding value** to the contributions of others.
- **System of alerts** on the latest information.
- **Selective distribution of information** by means of the subscription system.
- **Generation of statistics on use**.
- Possibility of always being informed of the **latest contributions and consultations**.

Technical characteristics

The application is fully based on Microsoft technology, specifically:

- Operating system: Microsoft Windows 2000 Server.
- Web server: Microsoft Internet Information Server 5.0.
- Database server: Microsoft SQL Server 2000.

Due to the system's modular, open design, it could eventually be implemented in other types of environments, with the necessary prior modifications.



Afi

www.afi.es

Afi's KMS services

Afi's service comprises:

- **Consultancy.** The system is capable of being adapted to a wide variety of businesses, with prior consulting being necessary to adapt the following aspects:
 - The company's **tree of knowledge**. There could be more than one tree (subjects, sectors, etc.) depending on the type of company.
 - Possible **integration** with the company's other systems. Corporate agendas, management control systems, etc...
 - **New types of contributions**. Depending on the kind of business, there could be types of contributions other than those provided for, as well as other types of relationships between contributions. The system supports unlimited types of contributions and of relationships between them.

- **Implementation** of the application in the customer's servers. During the implementation phase, Afi provides:
 - Travel for the technicians needed to install the system to the system site.
 - Documentation of the installation.
 - Configuration and commissioning.
 - Telephone support service.

- **Maintenance service**, which includes:
 - On-line control and response to incidents in the application.
 - Access to new versions. Afi does not regard AFIKnow as a "closed" application, and constantly works to incorporate added functionalities to the original design. Some of them will be included via this maintenance service.

Contact

Requests for additional information about or clarification of the service should be directed to:

Contact: [Borja Foncillas | Mónica Guardado](#)
 E-mail: bfoncillas@afi.es | mguardado@afi.es
 Phone: [+34 915 200 106](tel:+34915200106)
 Fax: [+34 915 200 167](tel:+34915200167)

 Website: www.afi.es



Afi