Cisco Collaborative Knowledge: Visual Knowledge Mapping & Analytics Technology

An unprecedented shortage of essential skills is forcing companies around the world to develop innovative new ways to find talent, build capabilities, and share expertise. Yet, according to the 2014 Global Human Capital Trends report¹ issued by Deloitte, only one in ten organizations has access to “strong” analytics to support HR and talent management today.

To help organizations better align business strategy with learning and development investments, Cisco developed Visual Knowledge Mapping & Analytics Technology. A key component of the Cisco Collaborative Knowledge Software-as-a-Service offering, Cisco’s Visual Knowledge Mapping & Analytics Technology provides individuals, departments and business units with an innovative new way to systematically assess knowledge, capabilities, and interests in real-time.

Imagine if you could...

• Identify the next generation of leaders at every level of your organization so it was better positioned to outperform in the marketplace.
• Democratize access to knowledge and learning so everyone has an understanding of the skills and capabilities needed to become an expert, leader or top performer.
• Identify and map internal experts with emerging business opportunities in real-time to further competitive advantage.

Overview

With Cisco Collaborative Knowledge Visual Knowledge Mapping & Analytics Technology, your organization can:

Identify and develop next generation leaders. For many organizations, leadership remains the No.1 talent issue. With only one in ten businesses doing an excellent job of developing leaders at all levels,¹ it’s no wonder companies are facing leadership gaps at every level of the organization. With Cisco’s Visual Knowledge Mapping & Analytics Technology, your organization can easily assess employee knowledge, learning and interests in real-time to support leadership selection and development.

Capitalize on its collective strengths to disrupt the market. With deep insights into organizational knowledge, interests and expertise your organization is primed with the analytics it needs to build a global supply chain of talent that aligns with business strategy.

Make knowledge transparent, accessible and relevant across the enterprise. With Visual Knowledge Mapping, learning is fun and easy. To come up to speed on a hot topic quickly, simply type in the topic or subject you wish to study, then explore “See More About This Topic.” An aggregated view of all knowledge assets to date will display, including documents, wikis, forums, blogs and notes. In addition, an inventory of endorsed experts, potential courses to register for, and a listing of communities to join is available for viewing.

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How it works

Cisco’s Visual Knowledge Mapping & Analytics Technology unites structured vocabulary and concept mapping with semantics graphing, aggregated data and crowdsourcing to assess interests and knowledge areas, as well as learning in real time. Once a topic is selected, a snapshot of endorsements and knowledge strengths can be viewed across jobs, departments, business units and/or the company. These snapshots can be used to support capabilities development and career planning, mentor and new leader identification, and succession planning.

Features and Benefits

Visual Knowledge Mapping & Analytics Technology features and benefits include the following:

<table>
<thead>
<tr>
<th>Features</th>
<th>Business Benefits</th>
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<tbody>
<tr>
<td>Visual Knowledge Maps</td>
<td>Knowledge maps can be created and viewed at the departmental, business unit, individual or job role level. Individual knowledge maps include: My Endorsements, My Activities, My Organizational Knowledge and My Job Role.</td>
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<tr>
<td>My Endorsements Knowledge Map</td>
<td>Details endorsements for topics and expertise received from experts and/or peers.</td>
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<tr>
<td>My Activities Knowledge Map</td>
<td>Details knowledge activities created by user, including: documents, blogs, wikis, course enrollments, forums, and community memberships.</td>
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<tr>
<td>My Organization Knowledge Map</td>
<td>Provides an aggregated visual map of knowledge and skills at the business unit and organization level. This map pulls data from each employee profile to provide a collective view (skills and expertise) of a business unit or the entire organization. When viewing an aggregated knowledge map of the organization, location or job role level, the size of the bubble determines the collective strength of a particular topic.</td>
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<tr>
<td>My Job Role Knowledge Map</td>
<td>Provides an aggregated view of the skills and expertise common among employees in your current job role. The size of the bubble correlates to topic strength possessed by you or another employee in the same job. Expertise is based on the number of aggregated endorsements for a particular topic at a specific point in time. The larger the bubble of relevant topics and skills, the higher the affinity or proven capability the user has towards this skill and/or topic.</td>
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<tr>
<td>Search Topics</td>
<td>Search results include structured, semi-structured and unstructured data. Search results include: documents, knowledgeable people on a particular topic, relevant courses, and communities to join.</td>
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<tr>
<td>Explore a Knowledge Topic of Interest</td>
<td>Explore “See More About this Topic,” then view Knowledgeable People, Courses, Communities and Knowledge Assets associated with a specific topic. WebEx or Jabber Instant Messaging supports one-on-one or one-to-many collaboration on a particular topic. Social collaboration features including liking, rating, favoring, following and sharing are available, and can also be used to comment on related topics.</td>
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Cisco Cloud Technology

Cisco Intercloud is one of the largest cloud deployment offerings available in the world. With the option to consume Cisco Collaborative Knowledge over the Intercloud, organizations benefit from a highly scalable, best-in-class digital workplace solution that offers increased business agility, real-time knowledge and learning, and improved productivity.

Why Cisco?

A globally recognized leader in networking, communications, and cloud technology, Cisco is committed to providing you with the highest levels of enterprise-grade cloud security, performance, and reliability. Moreover, Cisco also has the digital tools and technology to help you build a smarter, more agile and productive workforce.

How can I get started?

To learn how you can empower everyone in your organization with access to knowledge, learning and Visual Knowledge Mapping & Analytics Technology, go to http://mkto.cisco.com/collaborativeknowledge to request a demonstration. For all other information requests, email collaborative-knowledge@cisco.com.


¹Source:¹ "Global Human Capital Trends 2014, Deloitte University, 2015