

# Capturing, searching and sharing: Managing knowledge better with intelligent solutions

This is a translation only – for the original challenge description, contacts and submission got to: <https://www.ioeb-innovationsplattform.at/challenges/detail/erfassung-suche-und-weitergabe-wissen-mit-intelligenten-loesungen-besser-managen/>



An initiative of

In cooperation with

## Challenge Sponsors/ Jury Members



BUNDESBESCHAFFUNG

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## Point of Departure

Despite existing IT systems, work tools and strategies (e.g. of the BMöDS) knowledge management is an annoyance in almost every organisation. Asked about internal challenges, the following answers are typical in public organisations:

- I cannot find what I need - too much is hidden in our systems!
- There is (too) much information - how do I find what is relevant (for me in my role)?
- Employees who retire have important knowledge - how do we ensure that it is preserved?
- I have no time and no suitable systems for documentation!
- We have established systems, though some of our employees are not using them properly - how can we support them?

The tools we are looking for with this challenge are designed to help employees in local authorities, ministries, outsourced companies and state administrations to master these challenges.

The jurors of this challenge are from the following organizations:

- ASFINAG
- Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
- Federal Ministry of Finance
- Federal Ministry of Public Service and Sport
- Vienna Transport (Wiener Linien)
- Federal Procurement Agency (BBG)

The Austrian Federal Forestry Company (Österreichische Bundesforste AG) - and other invited public clients - will also participate in the Innovation Dialogue as co-sponsor.

### **Main Question**

Which innovative, intelligent tools help to collect and pass on relevant information and to find it when needed?

### **Desired situation**

In the course of this market survey, we would like to see innovative, intelligent tools that help employees without IT expert knowledge to find relevant (experience) knowledge available in the organisation more quickly and to make better use of it. In our view, the following aspects could contribute to this functional goal:

During entry or recording:

- Better structuring or sorting of existing databases with documents and information.
- Support of an employee when entering and transferring documents and information in various formats. Here we think for example of innovative forms of key-wording or the processing of voice or video recordings.
- Special case: Supporting an employee at the end of her professional career to better capture implicit knowledge.

On demand:

- The search for relevant information and templates requires little time, it produces results that meet the specific requirements of a user (relevance).
- The intelligent search also sifts through unstructured data (document contents, such as notes from colleagues, etc.). The search allows different starting points for a search (keyword, author, time).
- The search results are displayed and prepared in such a way that further processing is easy.
- The tool supports the selection of the appropriate source and accelerates decisions.
- Rule-based solutions and artificial intelligence are desirable as a technological basis: however, it is decisive how users experience the tool. The integration of a tool into systems and processes used on a daily basis should therefore be carried out in such a way that the use and thus the benefit are likely (usability, good user experience). At best, employees are encouraged to use existing or future systems more intensively and better and to keep the information accessible in the organisation up-to-date.

In particular, tools are sought that build on current, existing systems and can process the knowledge stored in them.

What we do not focus on in this search: newly researched or developed algorithms or big data models for very specific applications and data treasures (big data analytics). We concentrate on tools whose added value is demonstrated to a wide

range of users without IT expertise (on a day-to-day basis) and which support the knowledge management systems of public organisations.

### **Call for proposals**

Click on the "Submit Solution" button and design your contribution to this market survey. Please prepare:

#### **A description**

Above all, consider how you as a company could contribute to the desired result.

Above all, describe how knowledge management is made easier with your product. Refer to the examples above and/or convince with additional, comprehensible challenges and use cases.

**Success stories** are welcome and help us. Tell a little about them to underpin your added value. And don't forget to write why the stories are also relevant for local authorities, ministries, outsourced companies or state administrations. Important: Completed projects give a good feeling for the costs involved in implementing and using your solution. Include a price indication with the references. You may want to add what your costs depend on (intensity of use, fee, interface programming, number and type of functionalities, training measures etc.).

**Give an impression** of how the implementation of your tool usually takes place. What is the relationship between existing modules and customization? What is a realistic, rough time schedule for implementation? How do you value the interaction with existing systems - how do users experience it?

#### **A summary of the added value**

Get to the heart of the unique selling proposition and the innovative content!

#### **Confidential information** (only for the jury)

Please let us know to what extent (human and financial) a pilot project for public clients should be designed. 1. up to EUR 3,000; 2. up to EUR 6,000; 3. up to EUR 12,000; 4. up to EUR 25,000; 5. more than EUR 50,000

#### **A cover picture**

Your visual flagship on the Challenge-

#### **Optional: Upload a file**

The file should supplement the description but not replace it! Use it e.g. for infographics or existing brochures.

**NOTE:** Submissions as a consortium are possible. Keep it short (guideline: maximum three A4 pages or ten presentation slides in total). We are in the process of market exploration with this Challenge. Therefore, the following is not yet necessary for participation to arouse interest: completely new concepts, technical designs or feasibility studies that have been developed especially for this Challenge.

Benefits of the Challenge and further course of the project

By this challenge, the co-sponsors and other public clients will receive an overview of possible solutions and potential partners. The jury, representatives of the

sponsors, invites those companies whose solutions stand out particularly positively for you to participate in an innovation dialogue. The evaluation criteria serve as a guideline.

For companies, the challenge means: By participating, you will get on the radar of public contractors. Even after the Challenge is over, your submission remains visible as your business card to interested procurers and decision-makers. You put yourself in a position for public sector purchasing projects. If you are among the winners and are invited to the subsequent innovation dialogue, you can present your solution to the Challenge sponsors at a market discussion. You will exchange ideas directly with the jury members. **The event is planned for April 23rd from midday - please save the date!**

This creates sensitivity and understanding for suitable innovations on the part of public clients. This is important, so that after the market exploration, the public clients can consider innovative approaches in possible procurements according to the Federal Procurement Act (BVerG 2018) and know how the purchasing projects can be designed.

Depending on the results, the further project plan provides for the following:

The members of the jury carry the results into their organizations. Test runs or POC/pilot projects could follow. The PPPI Service Center will advertise the results of the challenge in other organisations and assumes that there will be great interest.

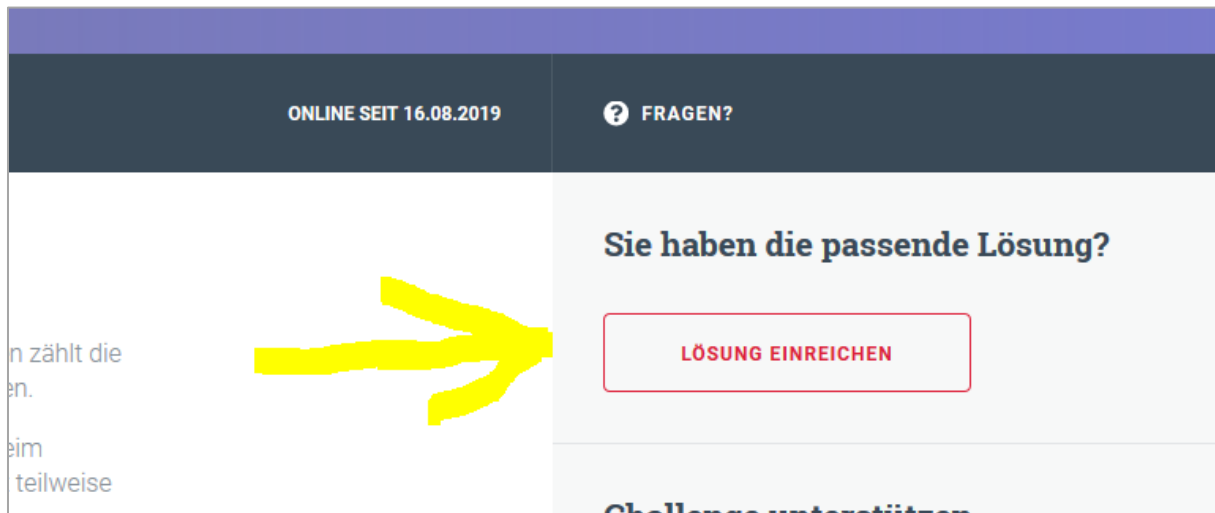
### **Your Questions**

Contact the moderator or post your question about the Challenge. Our moderators will check, research and publish your question together with the answer. This way, all potential participants are certain to receive the same information.

## How to submit a solution/idea

Go to the challenge page: <https://www.ioeb-innovationsplattform.at/challenges/detail/erfassung-suche-und-weitergabe-wissen-mit-intelligenten-loesungen-besser-managen/>

Click on the button "Lösung einreichen" on the top right side of the page.



- Beschreibung  
Post a meaningful description (make references to the description of the challenge and evaluation criteria on the right side of the challenge page)
- Mehrwert  
Highlight the benefits of your solution.
- Titelbild  
Upload a picture to be displayed on the landing page of the challenge.
- Kooperationspartner  
If you are handing in a joint contribution with other companies, this is where you make sure they are represented with logos and names.
- Dateien & Infos  
If necessary in addition to the descriptions above: add pdf-files (e.g. existing product brochures). But: Keep your contribution manageable for the jury.
- Vertrauliche Infos  
If necessary, place a confidential information for the jury, the sponsor and moderator (e.g. indication of approximate price range). All other parts of the contribution will be public.

Please be aware of the fact, that a challenge is market research / market engagement prior to a possible procurement. The challenge will not decide upon a contract award nor will it lead to any unfair advantage in a tender. Please balance your time and effort.

## Contact Information

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