KN(owl)edge – Incident Collaboration Tool

Submission for the European Linked Data Award (support material)

Incident Collaboration Tool
The User Story

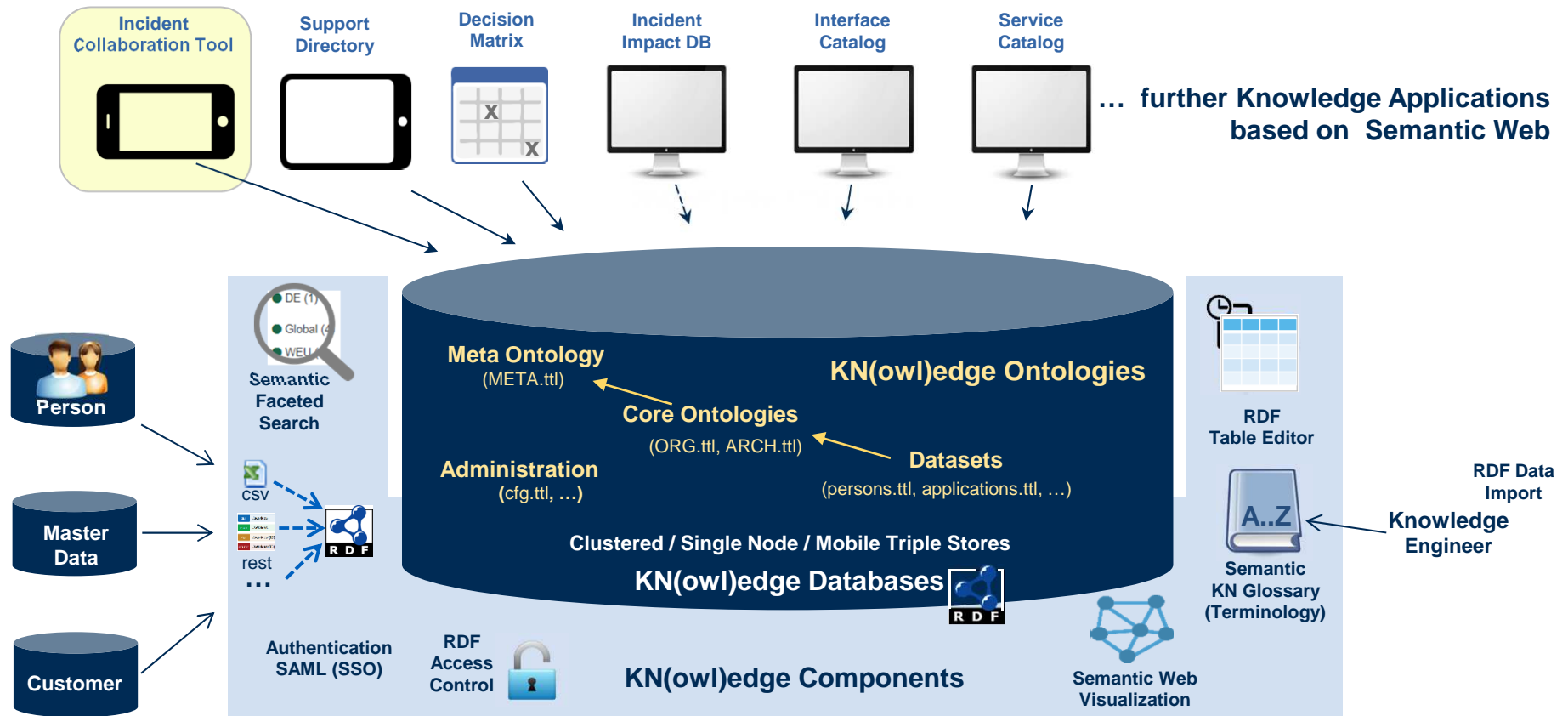**"The Incident Manager wants to know, whom he should inform in case of an (severity 1) incident"**

Incident

Help Desk

Incident Manager

Incident Collaboration Tool

provide organizational knowledge concerning the different roles

Data Stewards

Incident Communication

SMS

IT Support   **Super User**   **Business Manager**   **IT Manager**   **Client Contact** (internal)   ...

KN(owl)edge

Keep It Simple and Smart

The platform that provides the base components

Incident Collaboration Tool

Support Directory

Decision Matrix

X

X

Incident Impact DB

Interface Catalog

Service Catalog

… **further Knowledge Applications based on Semantic Web**

DE (1)
Global (4
WEU

Semantic Faceted Search

CSV

rest
…

RDF

Person

Master Data

Customer

Authentication SAML (SSO)

RDF Access Control

Meta Ontology
(META.ttl)

Core Ontologies
(ORG.ttl, ARCH.ttl)

Administration
(cfg.ttl, …)

KN(owl)edge Ontologies

Datasets
(persons.ttl, applications.ttl, …)

Clustered / Single Node / Mobile Triple Stores

KN(owl)edge Databases

RDF

KN(owl)edge Components

Semantic Web Visualization

RDF Table Editor

A..Z

Semantic KN Glossary (Terminology)

RDF Data Import

Knowledge Engineer

… **further Enterprise Information Sources for Linked Data**

KN(owl)edge Ontologies

Data models tailored for a global logistics company

Support the structure of a global enterprise that operates in several geographical regions and several business domains.
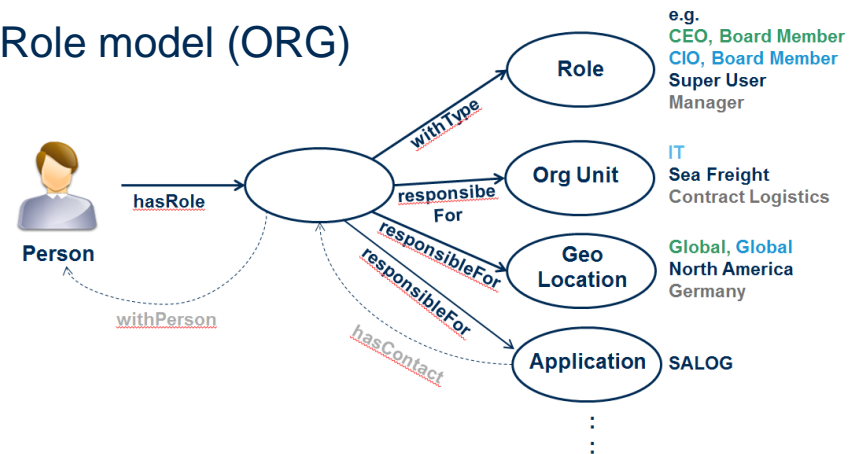
ORG ontology

- **Org Unit** (meta)
  - **Bus Unit**
  - **Func Unit**
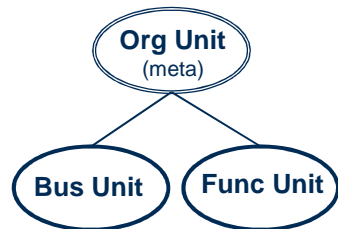
- Seafreight
- Airfreight
- Contract Logistics
- Integrated Logistics
- Overland

- IT
- HR
- Marketing & Sales
- …

GEO ontology

- **Geo Location** (meta)
- **Global**
- **Region**
  - 7 business regions
  - 3 regions in IT
- **Country**
  - Over 100 countries
- **Site**
  - Over 1000 sites

Role model (ORG)

Person — hasRole → ( ) — withType → **Role**

e.g.
CEO, Board Member
CIO, Board Member
Super User
Manager

responsibeFor → **Org Unit**

IT
Sea Freight
Contract Logistics

responsibleFor → **Geo Location**

Global, Global
North America
Germany

responsibleFor → **Application**   SALOG

withPerson

hasContact

Further ontologies and datasets

- applications (over thousand)
- customers (several thousands)
- partners (various global logistic networks)

Semantic Faceted Search

eCommerce-like search built in React with a responsive design (Bootstrap)

Data Steward Process
for each business domain and role

Setup Process

Admin

Setup Global Data Stewards — Fill Data / Import Data
Setup Regional Data Stewards — Fill Data / Import Data
Setup Country Data Stewards — Fill Data / Import Data
Setup Site Data Stewards — Fill Data / Import Data

Change Process

Change Trigger
- Left Company
- Changed Department
- Changed Location
- Changed Country
- Changed Cost Center

Data Stewards on Change Level — Review / Update Data
Data Stewards on Next Level — Review / Update Data
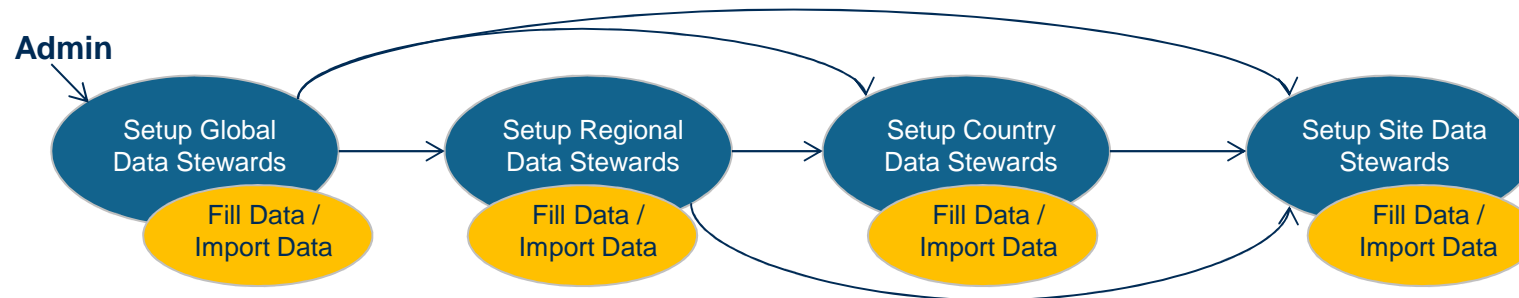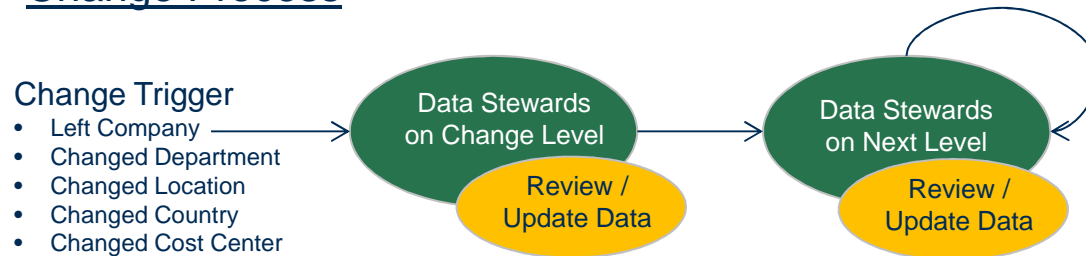
RDF Table Editor

Data Trustee

Excel-like editor for Data Stewards to provide the organizational knowledge

KUEHNE+NAGEL

Thank you !

Any further questions?