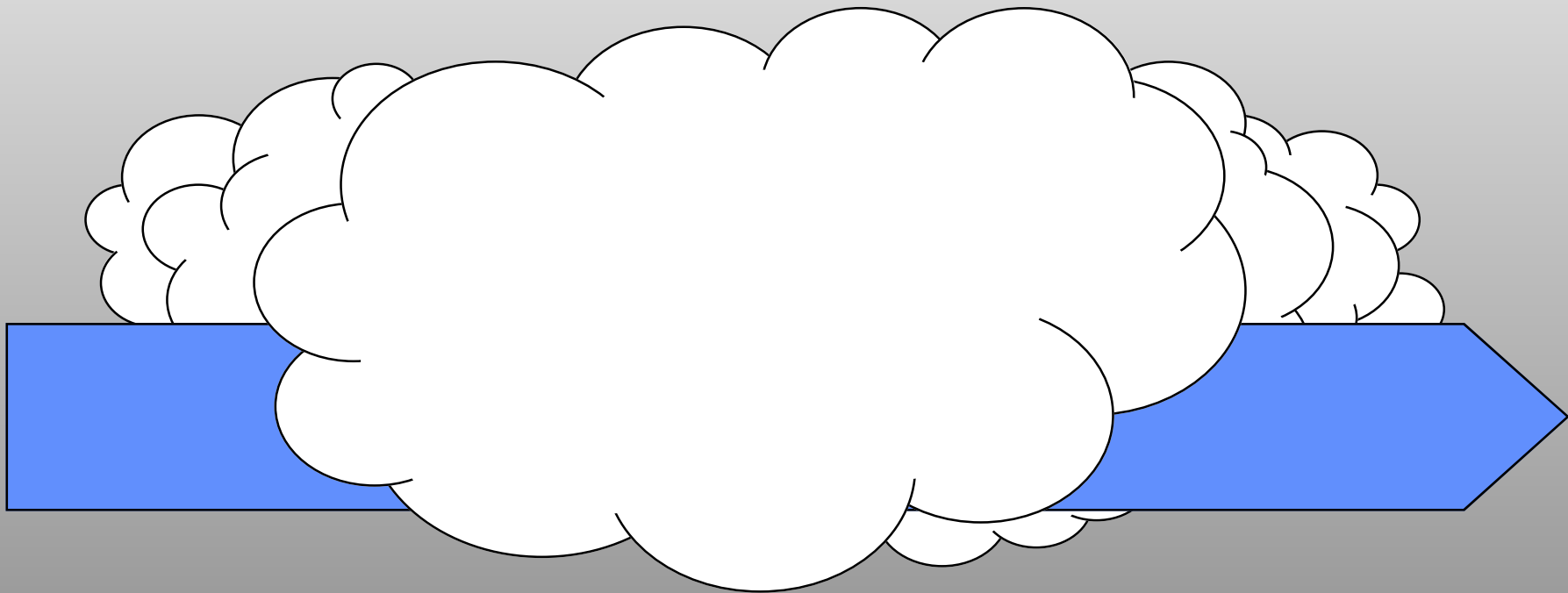


2 types of processes

Informatics, Kai A. Simon



The knowledge challenge

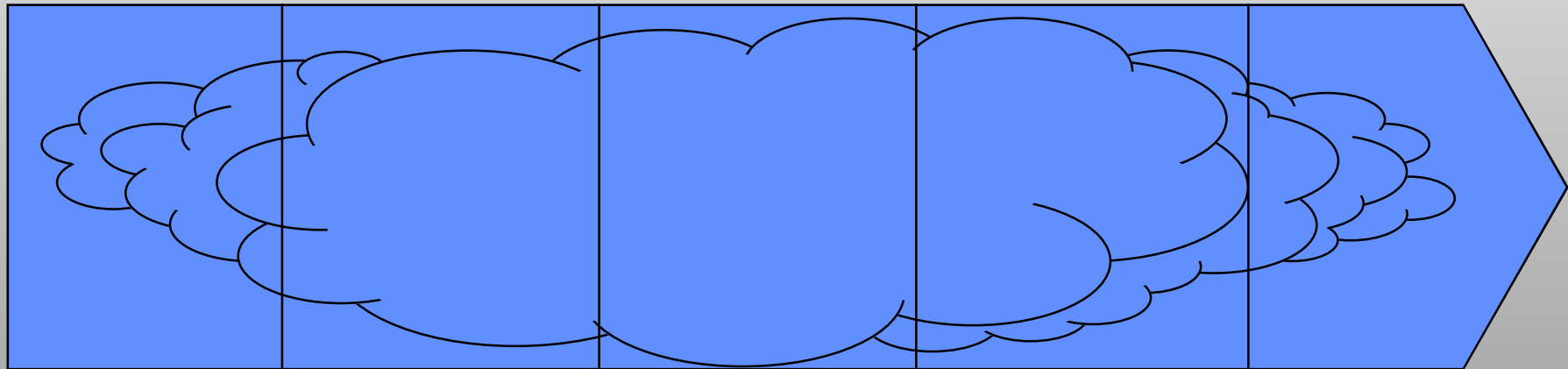
Informatics, Kai A. Simon

- **Logistics versus knowledge work**
- **Logistics**
 - Structured
 - Formalized
 - Transaction based
- **Knowledge**
 - Semi-structured
 - Non formalized
 - Learning and knowledge development

Organization strategies

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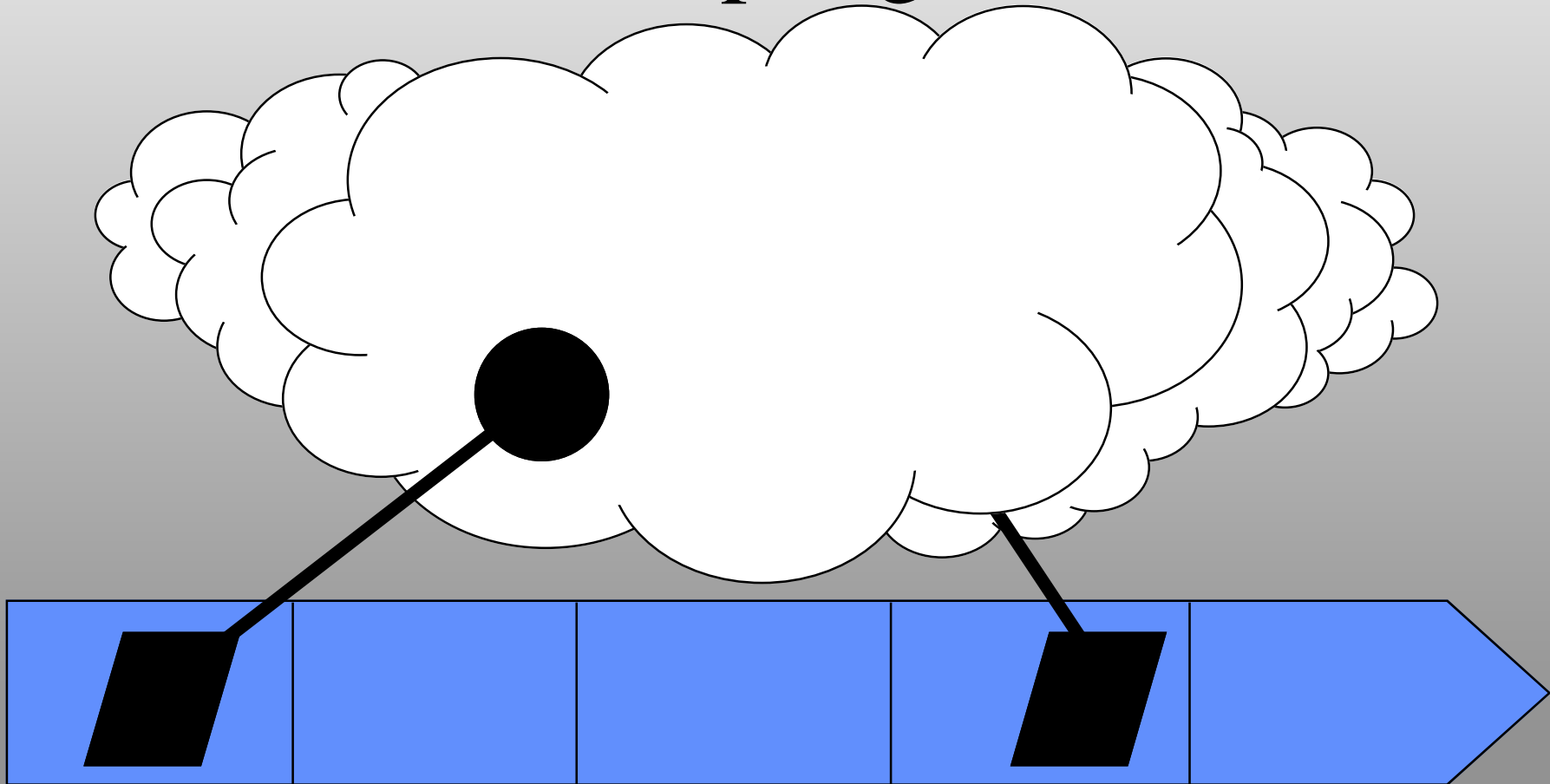
Formalization



Organization strategies

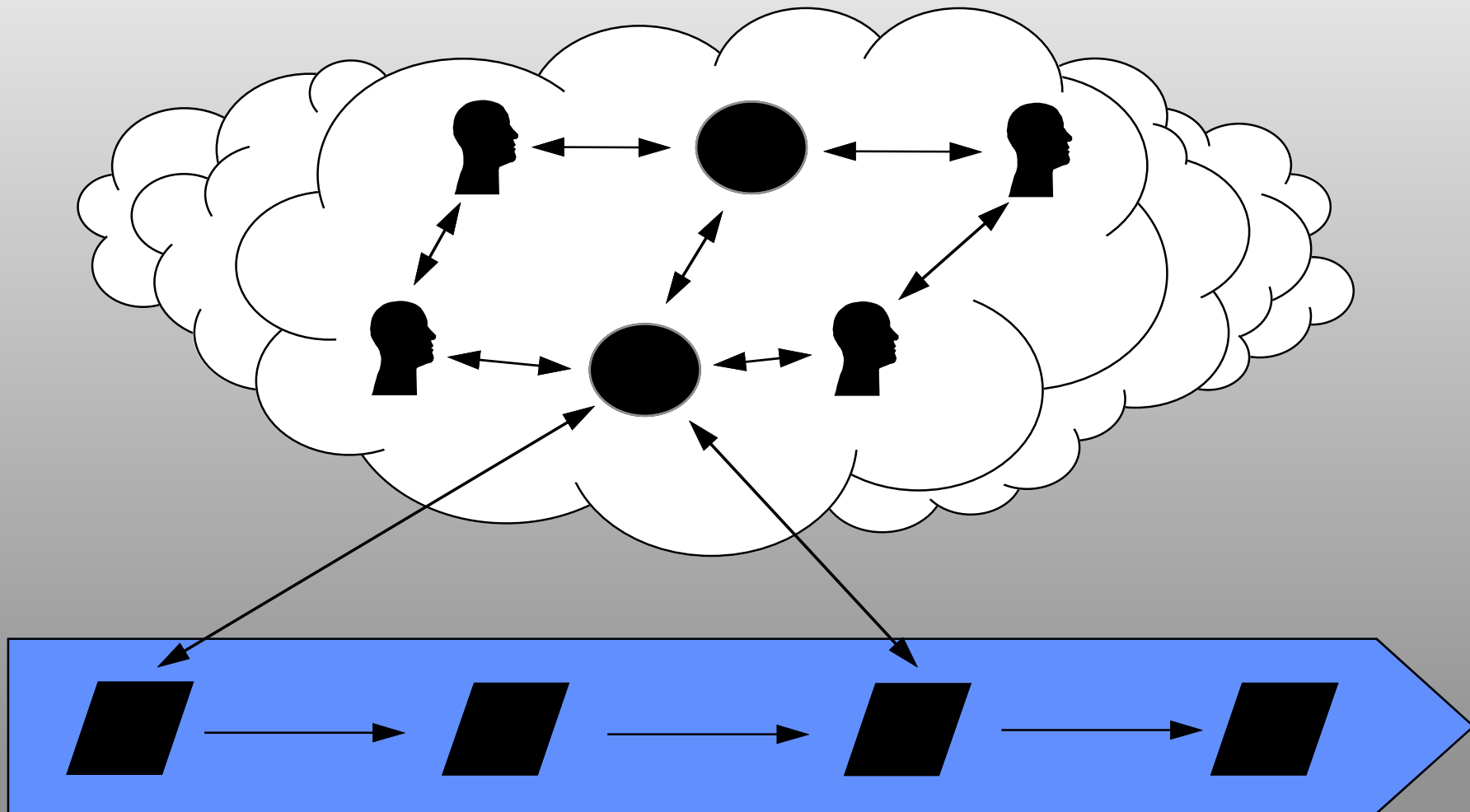
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Decoupling



Forms of IT use

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Types of IT use

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- **Workflow oriented**
 - Document handling
 - Predefined tasks
 - ITO - model
- **Knowledge oriented**
 - Infrastructure
 - CSCW, team-/groupware
 - Knowledge enhancing