5 Other Applications of the Man-Machine-Cooperation-Principle

A vast amount of information and services is offered by the internet and other IT services. It can often be hard to find information or services required. Also there is no guarantee that the information returned is of high quality, so it is hard for the user to trust the source of information.

This chapter introduces areas that can benefit from the concepts introduced in this thesis. The applications described in this chapter present different approaches related to the KBN strategy described in Chapter 4 to support the daily work (Section 5.2 and 5.3) or strategic planning (Section 5.1) of the end users.

5.1 IT Assistance for Small and Medium Enterprises

An alternative approach to the KBN system for companies is described here because one of the disadvantages that it will not work within the public domain. Some small and medium enterprises (SME) do not possess special IT knowledge. Most of the time there are not sufficient resources available (but they still have to be competitive – and this often depends strongly on up-to-date IT systems). A key strategy is to establish a central information provider to inform decision maker about current trends, new technologies and IT strategies. This provider needs to be independent of all hardware and software providers and consultants. This could be a public corporation that already exists to promote SMEs.

The project on which the prototype is based on is founded by the German national “IT Gipfel” (German national IT summit) that tries to make German IT industry fit for the future. Working Group 6 focuses on supporting SMEs and tries to adapt the KBN strategy in regard of this issue [IT-Gipfel wg6, 2007].