

Verschmelzung von Lernen und Arbeiten in der Zukunft – eine Vision!?

Dr. Anke Hirning
HP Education Services



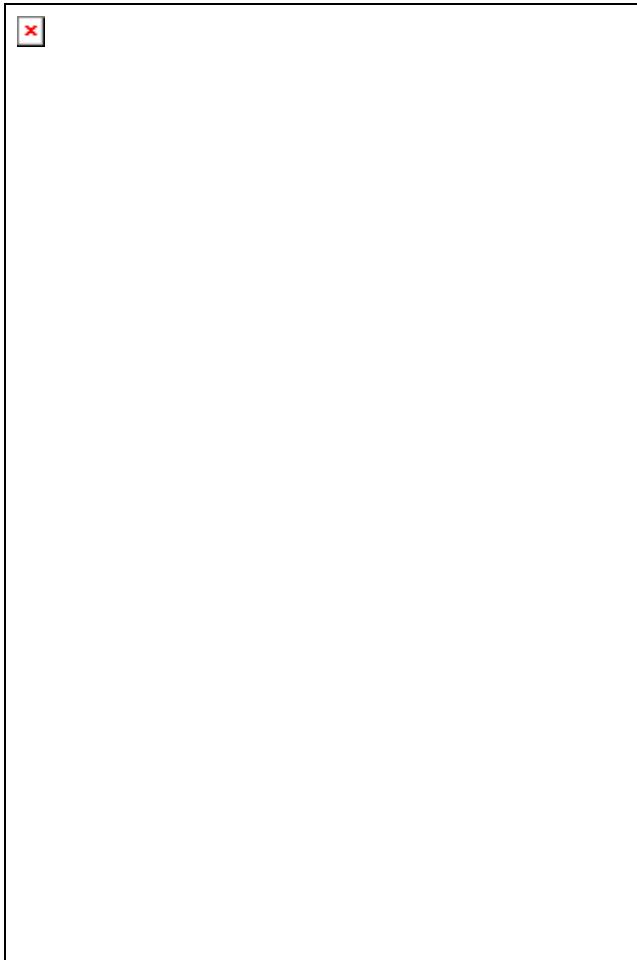
Ein Tag im Leben eines Projekt-Mitarbeiters

Stellen Sie sich vor ...

- Sie wurden für ein großes, internationales Projekt eingeteilt.
- Sie arbeiten mit Experten aus der ganzen Welt zusammen.
- vieles ist neu und so noch nicht da gewesen.
- der Zeitdruck ist immens, aber auch die Chance sich zu beweisen!

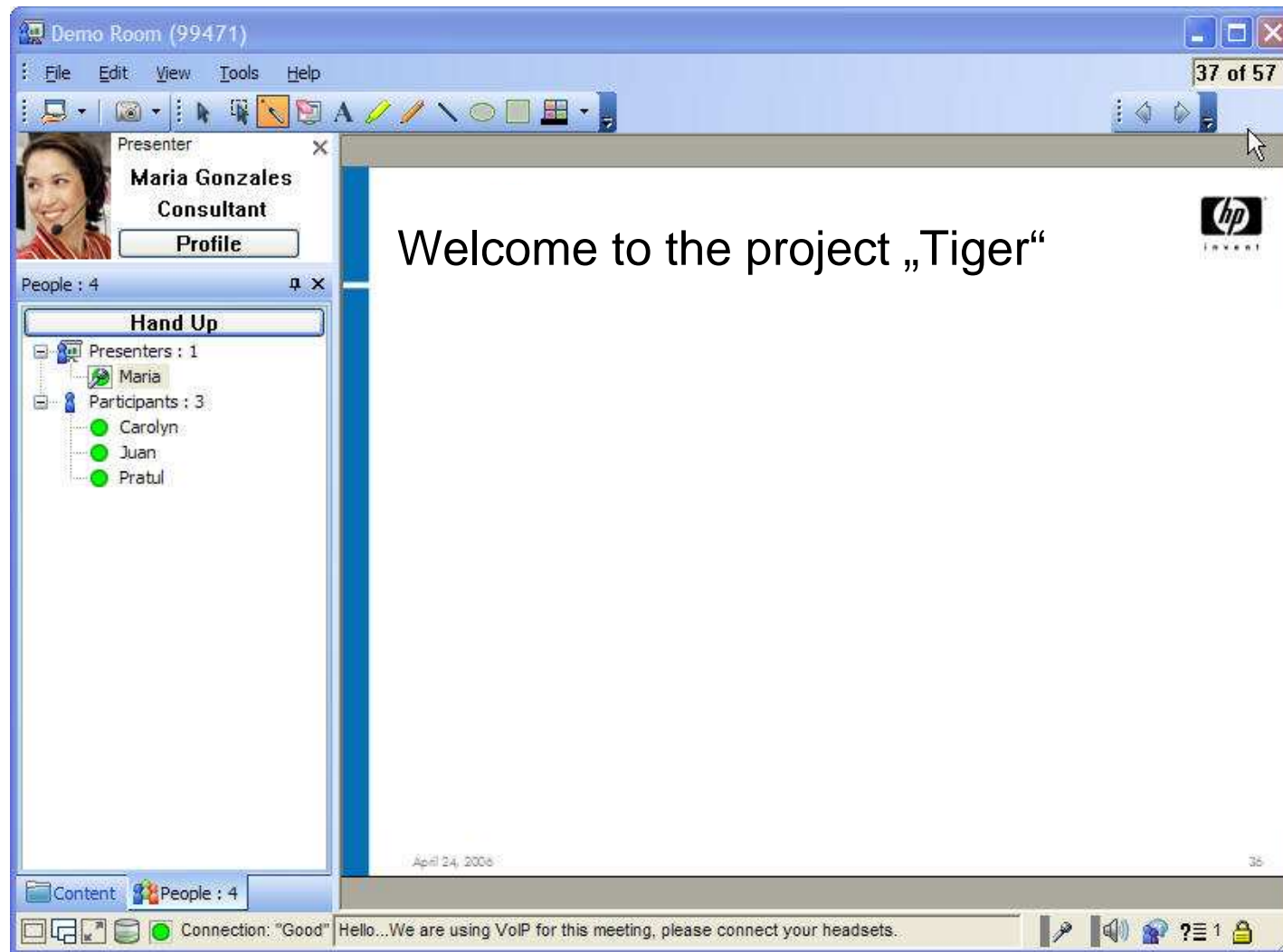


Viele Fragen




- Wie wird aus all den Kollegen ein starkes Team?
- Wie wird Konsistenz in der Vorgehensweise sichergestellt?
- Wie funktioniert Kommunikation innerhalb des Teams und nach draußen?
- Wie schafft man es, dass die Teilprojekte richtig ineinander greifen?
- Woher bekommt jeder die passenden Informationen?
- Wie wird Wissenstransfer sichergestellt?

Das „virtuelle“ Kick-off Meeting



Das „virtuelle“ K

Wo fange ich nur an?
Wie macht man
Projektkommunikation?
Woher bekomme ich
einen Überblick?



The screenshot shows a virtual meeting window titled "Demo Room (99471)". The interface includes a menu bar (File, Edit, View, Tools, Help), a toolbar with icons for chat, video, and audio, and a sidebar with a "Hand Up" section. The main content area displays a list of participants: "Presenters : 1" (Maria) and "Participants : 3" (Carolyn, Juan, Pratul). A status bar at the bottom shows the date "April 24, 2006" and a message: "Action: 'Good' Hello...We are using VoIP for this meeting, please connect your headsets..". An illustration of a woman in a red shirt thinking is overlaid on the bottom left of the screenshot.

Carolyn : Communication and information management

- Communication plan
 - Regular team meetings
 - Project reviews
 - Status reports
 - Document sharing
- Juan: ...
- Pratul: ...

Lernportal

@hp Home Key Links

Job Tools & Services | Benefits, Careers & Policies | Organizations & Locations hp

PeopleFinder:
Search:

HP Services Worldwide - Professions Program

TSG WW | Business Units | Regions | Functions | Portfolio | Marketing & Sales | Delivery | Tools/Resources

- Professions Home
- Professions Overview
 - About
 - FAQ
- Getting Started
 - Step 1: Decide
 - Step 2: Enroll Now
 - Step 3: Participate
- Resources
 - Training Roadmaps
 - Mentoring
 - Events Calendar
- Available Professions Listing
 - Architecture
 - Client Management
 - Consulting
 - Microsoft Technology
 - Open Source and Linux
 - OpenVMS
 - Project Management
 - Sales & Pursuit
 - SAP
 - Security
 - Service Management
 - Software Engineering
 - Storage Technology
 - UNIX Technology

TSG Project Management Development Program

- ▶ If you are a TSG HP Services employee, please continue with this page for Project Management development needs.
- ▶ All other employees, use the [Project and Program Management](#) website

The TSG HP Services Project Management Development Program provides business critical training to internally and externally focused project managers in T award-winning program offers a wide variety of project management and professional skills training. We are a Registered Education Provider with the Project Manage for internal HP courses.

HP Services Required Courses

<p>For All Project Managers</p> <ul style="list-style-type: none">Risk ManagementScheduling and Cost Control	<p>For Project Managers on Customer Projects</p> <ul style="list-style-type: none">Contract Management Principles & PracticesLeading Programs in HPSProject Financial Management
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Courses by Job Level

To determine PM training for your role, go to [Courses by Job Level](#)

TSG HP Services PM Development Roadmap

To determine PM Training for your proficiency level, go to the [TSG HP Services PM Development Roadmap](#)

PMP Certification

<p>Obtaining Your Certification</p> <ul style="list-style-type: none">Project Management Institute (PMI)TSG Worldwide EPMO PMI/PMP Certification PagePM Certification FAQs <p>Maintaining Your Certification</p> <ul style="list-style-type: none">Professional Development Units (PDUs)PMI Continuing Certification Requirements	<p>Exam Preparation</p> <ul style="list-style-type: none">Recommended Training for Exam PrepPMP Exam PrepPMP Fast TrackPM PowerTrac (on-line study tool)NETg Modules for Exam Prep
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Project Management Course List

[TSG HP Services Project Management Course List](#)

Other Resources

<ul style="list-style-type: none">HP Services Knowledge NetworkProject Management Career Path (PMCP)Project Management Competency ModelProject Management Development Assessment Tool	<ul style="list-style-type: none">Project Management UniversityTechnical Skills Learning UtilityEngagement Program Management Office (EPMO) Home Page
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Prozessunterstützung: Mitarbeiterportal

Wer hat so was schon mal gemacht?

number	title	show descriptions	type	doc	ex	kb	ver	date
PJM0100G	Applying Global Method PM		Guide			1078	6	28-Jul-05
PJM0110R	Global Method PM Documentation and Tools		QRC			52	6	28-Apr-05
PJM0300R	Global Method PM Lifecycle		QRC			52	2	1-Jul-04
HGM0900G	HP Global Method Document Automation User Guide		Automation			1949	17	31-Aug-06
EPMO	Hp Services EPMO Website		Website					
PJM7410T	Project Index		Template			369	9	28-Jul-05
PJM1210C	Project Management		Checklist			126	2	25-Feb-03
PJM1220R	Project Management		QRC			217	8	28-Apr-05
PJM1200T	Project Management Plan		Template			337	14	27-Apr-06
PJM0901Z	Project Tool Kit A (small)		Zip			5221	19	20-Sep-06
PJM0902Z	Project Tool Kit B (medium)		Zip			6505	19	20-Sep-06
PJM0903Z	Project Tool Kit C (large)		Zip			7577	19	20-Sep-06

Communities

@hp Home Key Links Add My Link

Job Tools & Services | Benefits, Careers & Policies | Organizations & Locations hp


PeopleFinder:
 Search:
 Search this site Intranet

Technology Solutions Group - HP Services - Knowledge Network Knowledge Management, Communities 1 rating


HP's | Site Nav. | Business KM | C&I Knowledge | OS & TS Knowledge | Collaboration | News | Support & Training | KM & KCR Policies | Region KM

Community Directory: Global communities improve the effectiveness of individuals in the same practice or profession by letting them share knowledge.


Practice Communities	Profession Communities	Other Communities
<ul style="list-style-type: none"> → Communications, Media & Entertainment Forums → Financial Services Industry Forum → Health & Life Sciences PDL → Manufacturing & Distribution Industries Forums → Public Sector PDLs → Global Practices <ul style="list-style-type: none"> Application Development & Integration Forum Application Modernization NEW Forum Architecture & Governance Forum Business Intelligence NEW Forum Business Process Integration Forum Collaboration Forum Content Management Forum Data Center Forum IT Consolidation & Migration NEW Forum IT Service Management (ITSM) NEW Forum IT Shared Services NEW Forum Microsoft NEW Forums Portals Forum SAP Forums Security & Risk Management Forum Service Oriented Architecture (SOA) NEW Forum Storage & ILM Forum 	<ul style="list-style-type: none"> → Architecture Home Portal Forum → Client Management Home Portal Forum → Consulting Home → Microsoft Technology Home Portal Forum → Open Source & Linux Home Lists → OpenVMS Technology Home Portal Notes → Project Management Home Portal Forum → Sales & Pursuit Home Forum → SAP Home Forums → Security Home Forum → Service Management Home Forum → Software Engineering Home Portal Forum → Storage Technology Home Forum → UNIX Technology Home Portal Forums 	<ul style="list-style-type: none"> → knowlEDGE@hp Portal Forum Using the Forums → APJ OS and Global Delivery Communities → OS IT Operations - Global Delivery Engagement → Presales Communities Solution Demo Portal <p>More Community Resources</p> <ul style="list-style-type: none"> → Blogs → Collaboration Central → Collaboration Strategy → Community Handbook & Directory → Community Leadership → Community of Community Leaders → Forum Moderator's Guide → Forums → How to Ask for Help: Ten Simple Rules → How to Create, Build, & Sustain Communities → me@hp: Social Network Software → Membership Directory (prototype) → Simple Guide to Communities → Professions, Communities, & Forums → Virtual Rooms → Wiki: HPedia




Reuse
People
Processes
Technology
Capture
Knowledge Management




SIMPLE GUIDE TO KM




Ask the Expert




Professions Program




Kadvisor




Engagement Knowledge Map



Project Profile Repository



Contribution Wizard



KM Stars

Search Tips

searchable

Foren: Von anderen lernen

@hp Home Key Links Add My Link | Log Off

Job Tools & Services | Benefits, Careers & Policies | Organizations & Locations hp PeopleFinder:
 Search:

HP Forums

Knowledge Management | **Forums** | Tools | Help

Welcome, Anke Hirling My Home · Main Index · Search · Active Topics · Who's Online · FAQ · User List · Calendar
New to the forums? Click here!


Recently added forums: BI Business Performance Management, BI Data Quality, BI Global Delivery, BI Information Delivery, BI Master Data Management, BI Program Project Management, BI Strategy, BI Technical Infrastructure, Business Transaction Management, Enterprise Discovery, Experience HP, HP Brain, HP Software Channel & Alliances, Integrated Work Area Control, IPG Consultative Selling, Manufacturing Execution Systems, OS Americas VoW Employee Council, PDE & IT - Build Environments , PRACS (Provisional Registration and Credentialing System), Reuse Stories, RIM for Databases, RIM for Databases - Beta Release, Successful Facilitation, Transition and Transformation

General Information	Threads	Posts	Last post
Using the Forums Information about the forums, hints & tricks for using them as well as best practices for moderating forums. Moderators: Andrew Gent, Bernard Hennecker. This Forum features Ask the Expert! monitoring of all questions.	180	515	Re: What would you do diff... (GEETS/EMEA) - Thu Aug 23 2007 08:05 AM
Testing the Forums This forum is yours if you want to experiment some of the forum functionalities before you use them on your production forum. If you want to become a moderator of this forum for further testing, ask Bernard Hennecker or Andrew Gent.	78	143	Testing: Announcement: New... (Bernard Hennecker) - Fri Aug 03 2007 09:55 AM
Clients or Accounts	Threads	Posts	Last post
Public Sector - European Union This forum allows you to get in touch with the responsible Public Sector - European Union Client Principals, Solution Architects and Project Managers.	7	10	External Border Fund 2007 ... (Frank Zimmermann) - Mon Aug 20 2007 07:54 AM
Industries	Threads	Posts	Last post
Consumer Packaged Goods This forum allows people to hold discussions related to the Consumer Packaged Goods industry. Moderators: Hilde Ghesquiere, Allen Johnson, Jean-Francois Remy, Eric Stevenson.	2	11	RE: Two articles from McKi... (Sanjeev Kohli) - Wed Jul 04 2007 05:55 AM
Financial Services Industry Discussion of the financial Services Industry Practice. Moderator: Monique Dahler.	27	100	Re: Business Requirement Q... (Sarmistha Ray) - Thu Apr 12 2007 08:49 AM
Manufacturing and Distribution Industries This forum is used to support the MDI team in the process of identifying and selecting solutions to become part of the standard MDI portfolio. Moderators: Christian Verstraete and Bernard Hennecker.	31	136	Re: Supply and Demand capa... (En-Hui Li) - Tue Aug 07 2007 04:01 AM
Oil & Gas Industry Discussion for people active in the Oil & Gas Industry. Moderators: Paul Helm, Kamal Husain. This Forum features Ask the Expert! monitoring of all questions.	40	120	Competitive Information - ... (Paul Helm) - Mon Aug 06 2007 11:25 PM
Retail Industry This forum allows people to hold discussions related to the retail industry. Moderator: Lucien Repellin.	17	45	Re: RE: ITSM Reference in ... (Subhashini Govindarajan) - Tue Jul 31 2007 10:14 AM
Utilities Industry Discussion of the Utilities Industry, hosted by the Manufacturing and Distribution Industries practice in C&I. Moderators: Bill Lewis (Littleton, MA) and Bernard Hennecker.	125	172	RE: Calvin Shipment (vincent.yu@hp.com) - Tue Aug 07 2007 06:05 AM



Foren: Von an...

Interessant! Da muss ich doch mal mit ein paar Leuten persönlich Kontakt aufnehmen ...



The screenshot shows the HP Forums interface. At the top, there's a navigation bar with links like 'Job Tools & Services', 'Benefits, Careers & Policies', and 'HP Home'. Below that, the 'HP Forums' section is visible, including a welcome message for 'Anke Hirning' and a search bar. The main content area displays a list of forum topics with columns for 'Subject', 'New posts', 'Replies', 'Rating', and 'Last post'. A woman in a red shirt is shown in the bottom left corner, looking thoughtful with her hand to her chin. A large yellow thought bubble is positioned over the forum list, containing the text 'Interessant! Da muss ich doch mal mit ein paar Leuten persönlich Kontakt aufnehmen ...'. The forum list includes topics like 'Reuse Stories Forum', 'Second Life', 'HP LaserJet printer Support on Mac OS 10.4.9', and 'KBMacrol'. The bottom of the page features 'Forum Permissions' and a 'Legend' for forum icons.

Subject	New posts	Replies	Rating	Last post
Reuse Stories Forum	29	9 (9)		Wed Aug 22 2007 04:55 PM by Jonathan Miller
Second Life	4	1 (1)		Wed Aug 22 2007 04:43 PM by Jonathan Miller
HP LaserJet printer Support on Mac OS 10.4.9	2	3 (3)		Wed Aug 22 2007 11:35 AM by Brian K Benscoter
ment tracking program	1	1 (1)		Wed Aug 22 2007 10:25 AM by James Fernandez
g (bbokmarks) for @hp web sites	7	3 (3)		Mon Aug 20 2007 07:35 AM by Andrew Gent
eir Stories	105	1 (1)		Thu Aug 16 2007 10:48 AM by Stan Garfield
Capabilities Tool (CInC)	24	0		Wed Aug 15 2007 01:02 PM by Linda Atwell
KMacrol	416	9 (6)		Wed Aug 15 2007 09:09 AM by Harriet Girdley
ur	6	0		Tue Aug 14 2007 06:05 PM by Andrew Gent
	170	3 (2)		Tue Aug 14 2007 07:25 AM by Dick van Gaalen

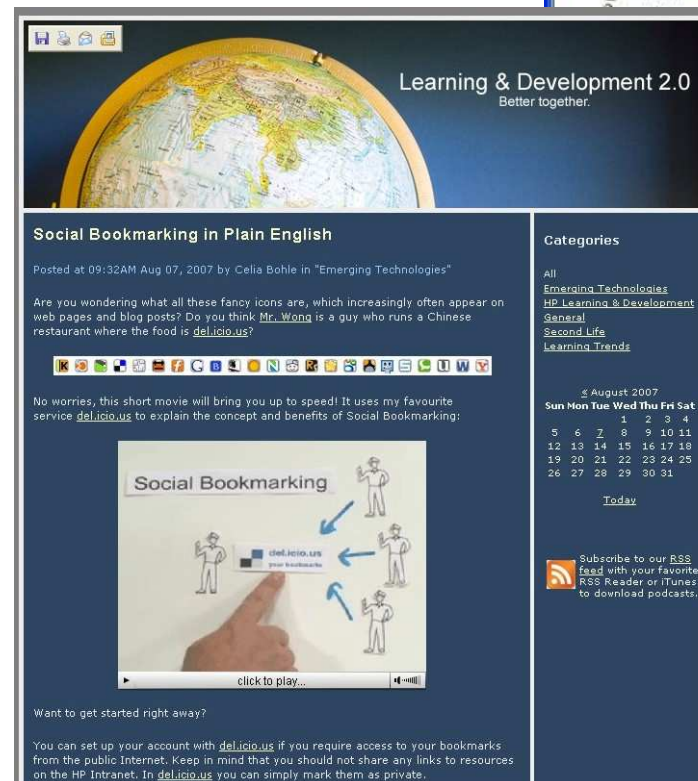
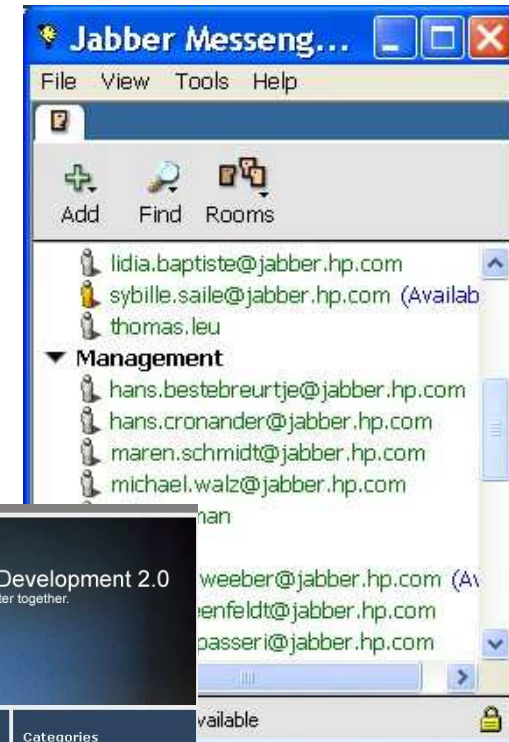
Pages: 1 2 3 4 5 6 7 8 9 10 ... 57

Forum Permissions
You can start new topics
You can reply to topics
HTML is enabled
UBBCode is enabled


Legend:
New posts
Announcement
Moved topic
Poll
No new posts
Sticky topic
Event topic
Attachment

Lernen von Experten

- Instant Messaging!!!
- Expert Finder
- Wikis/Blogs
- Social Networks

A screenshot of a blog post titled "Social Bookmarking in Plain English" by Celia Bohle, dated August 7, 2007. The post features a globe image and a video player showing a hand pointing to a "del.icio.us" bookmark. The video player has a "click to play..." button. The post includes a "Categories" section with "Emerging Technologies", "HP Learning & Development (General)", "Second Life", and "Learning Trends". A calendar for August 2007 is visible, showing the current date as August 7. The post concludes with a link to "del.icio.us" and a note about account setup.

Wikis



Log in

article discussion edit history

Standard HP authentication is coming to HPedia. Starting August 24th you will be required to log in with your primary email and NT password before editing articles. If you want your account renamed, please send a message to the HPedia developers. Be sure the subject says, "migrate my HPedia account." In the body, include your current HPedia account login name. If your old account is not renamed, you will lose your watchlist (including email notification) and other account customizations. [Read HPedia:LDAP authentication for more details about this pending change.](#)

Main Page

HPedia:Project Alpha: Please join the HPedia mailing list to participate in the community that has formed around this project ([subscribe](#) | [unsubscribe](#)). Read the list archives [to](#) catch up on project activity that has occurred so far.

Contents [\[hide\]](#)

- 1 Welcome
- 2 How to add articles
- 3 Featured Articles
- 4 Articles featured in the past

Welcome [\[edit\]](#)

HPedia is "HP's wiki encyclopedia." Inspired by the Wikipedia, HPedia even uses the same wiki software, MediaWiki. Anyone can edit any page here! There are already 2,287 articles here.

This project has an ambitious goal: to capture all the knowledge inside HP that is permitted to be shared among everyone inside the HP firewall (i.e. no material should be shared here that requires special authorization). HP Restricted knowledge can be placed here. **No HP Confidential or HP Private knowledge should be placed here.** See the [HP Legal, Guidelines for Labeling HP's Information Assets](#) for details on how to decide how sensitive information is. You can add general (non-HP-specific) knowledge here, but please consider linking to the appropriate Wikipedia article or adding the content *there* instead. Presently, this site is being used primarily by the Linux technical community. However, everyone is welcome to contribute.

You can browse starting at **All Pages**, [Special:Newpages](#), [Featured Articles](#), [Special:Categories](#), [Special:Uncategorizedpages](#), [Articles featured in the past](#), or just use the search box on the left side of any page. If HPedia doesn't have an article on the topic that you need, please add it to [HPedia:Requested articles](#). HPedia also supports syndication (RSS and Atom).

Starting August 17, you will have to create an account before adding or editing articles. ([Wonder why?](#))

New to HPedia? Visit [HPedia:Introduction](#) to get started. Or try out editing in the [sandbox](#).

How to add articles

[\[edit\]](#)

Feel free to create your own articles or edit articles you did not create. The most frequently asked question is, "How do I create an article that doesn't exist?" Read [Help:Starting a new page](#) for instructions (includes pictures).

Deletion of pages is performed at your request by [sending a message to the HPedia developers](#). In the body of the message include the links to the pages you want removed. You might consider renaming pages using the "move" tab at the top of the page rather than deleting them outright.

Featured Articles

[\[edit\]](#)

We don't claim that these are all good yet, but here are some articles that arrived in 2007.

create an account

- Learn More

navigation

- Main Page
- Featured Articles
- New Pages
- All Pages
- Uncategorized Pages

other starting points

- Community portal
- Current events
- Recent changes
- Random page
- Articles featured in the past


help

- Help
- Request a Page

search

toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link

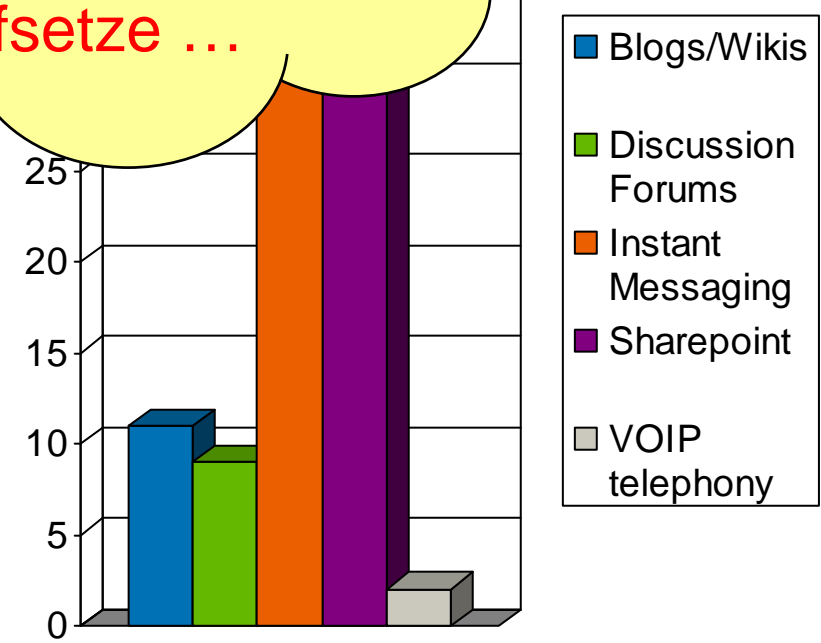


Vorlieben bei der Informationsbe...

- Kurzumfrage bei HP (2007), 8307 Antworten
- Frage: "What organization is most likely to use at work knowledge management tools?"
 - Blogs and Wikis: 11%
 - Discussion forums: 9%
 - Instant Messaging: 38%
 - Social collaboration spaces: 2%
 - VOIP telephony: 2%



So weit ist alles klar. Jetzt benötige ich nur noch eine Idee wie ich das alles praktisch aufsetze ...



IT Unterstützung




Assistance with Email - Microsoft Internet Explorer provided by Hewlett-Packard

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://getit.hp.com/helpdesk/icon/email.htm>



Get IT @hp
Get IT support at anytime!

Top email solutions

- [I am unable to send or receive email](#)
- [How do I store and find email that I need to keep?](#)
- [How do I manage email groups and distribution lists?](#)
- [How do I access and manage process/group mailboxes?](#)
- [How do I modify my HP email address?](#)

Can not find what you are looking for?

- [Click here to expand your search](#)
- [Click here to contact support](#)

Process (generic) mailboxes

Please make a selection:

- [How do I create a process/generic mailbox also known as a group/shared mailbox?](#)
- [How do I grant access to my group/shared mailbox?](#)
- [How do I gain access to a group/shared mailbox?](#)
- [How do I transfer ownership of a group/shared mailbox?](#)
- [How do I change the name of my group/shared mailbox?](#)

[Clear selection](#)

Issue: How do I request a generic/process mailbox?

Solution: To request new process mailbox:

- Go to Solution Source:
<http://solutionsource.corp.hp.com/>
- Click **Click Here to go to Solution Source**.
- Login using your DigitalBadge or primary email address + domain account password.
- In the **Search for services containing** field, enter **Exchange Process Mailbox - New** and click **Search**.
- Follow the instructions to order/make the request.

About | Feedback | Desktop Icon v1.0.0 | HP Restricted | © Copyright 2007

Local intranet

Virtueller Team- oder Projektraum

Home - Learning Solutions EMEA - Knowledge Center - Microsoft Internet Explorer provi...

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address http://emea.know.hp.com/teams/learning_solutions_emea/default.aspx Go Links >>

hp team site @hp km index

Learning Solutions EMEA - Knowledge Center

global search:

Home Documents and Lists Create Site Settings Help

Documents

- Learning Solutions
- ITSM Documents
- Funnel
- ATTACH

Pictures

- Links
- EMEA Deals
- HPES contact list
- Education resources

Discussions

Migrated Team Site

WELCOME ...

Welcome to the Knowledge Center of the HPES EMEA Business Development Team

This is where we store our documents and other often changing information. However, for a general overview of information relating to this team and its work you should start your navigation at our team-web page (<http://hpes.europe.hp.com/lst/>). There you will find commented links that lead to specific tables and lists on this Share Point site.

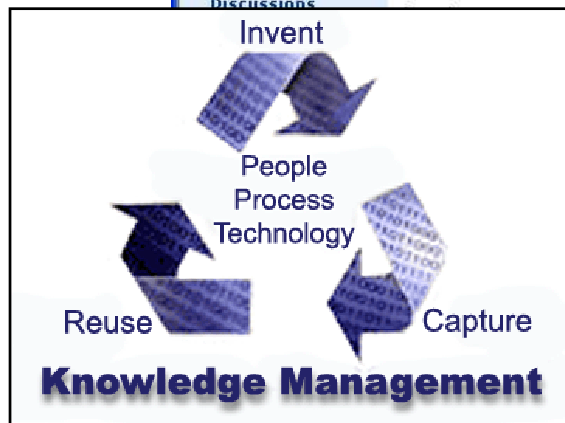
You can, of course, also navigate directly from this page. Note, however, that information and documents relating to **HP Care Pack** are on a different Share Point Site (<http://na.know.hp.com/teams/HPESCarePack/default.aspx>).

Microsoft Windows SharePoint Services

Links

- URL
- GIN
- LS EMEA website
- EMEA Marketing
- ROI site
- EMEA Education services
- Education Marketing
- EXTERNAL Education Site
- HPWD EMEA <> HPEducation Website
- Adaptive Enterprise website
- Time zone converter
- Glossary
- Managed Services
- C&I
- TSC

Local intranet



Wo geht die Reise hin?

- Alles finden mit einer Suchumgebung
- Maximierung von Wissenstransfer
- Nutzen von Social Networking Software
- Unterstützen lebensechter Kommunikation auch über große Distanzen
- Ermöglichen von Mobilität

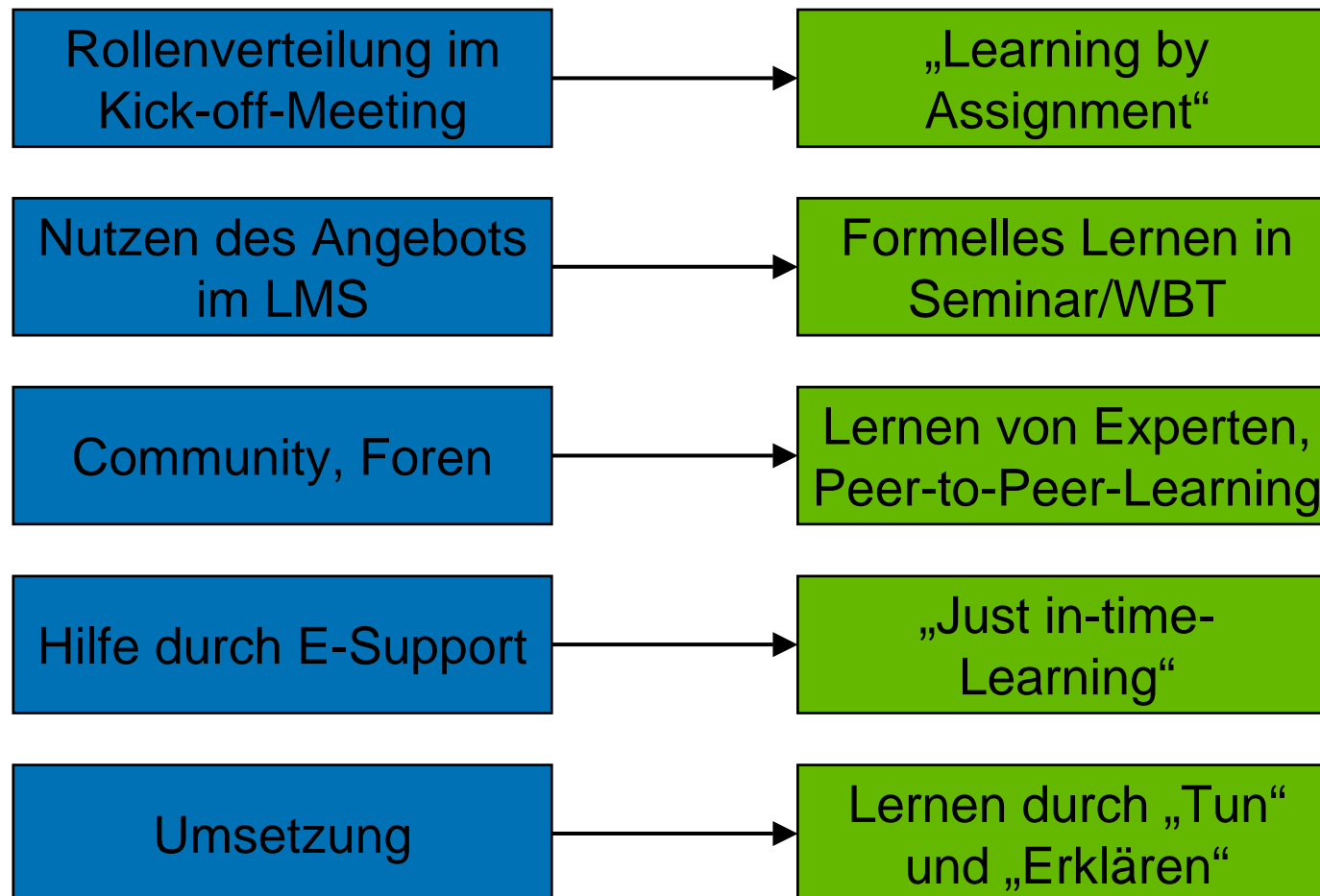


Vision oder Wirklichkeit?

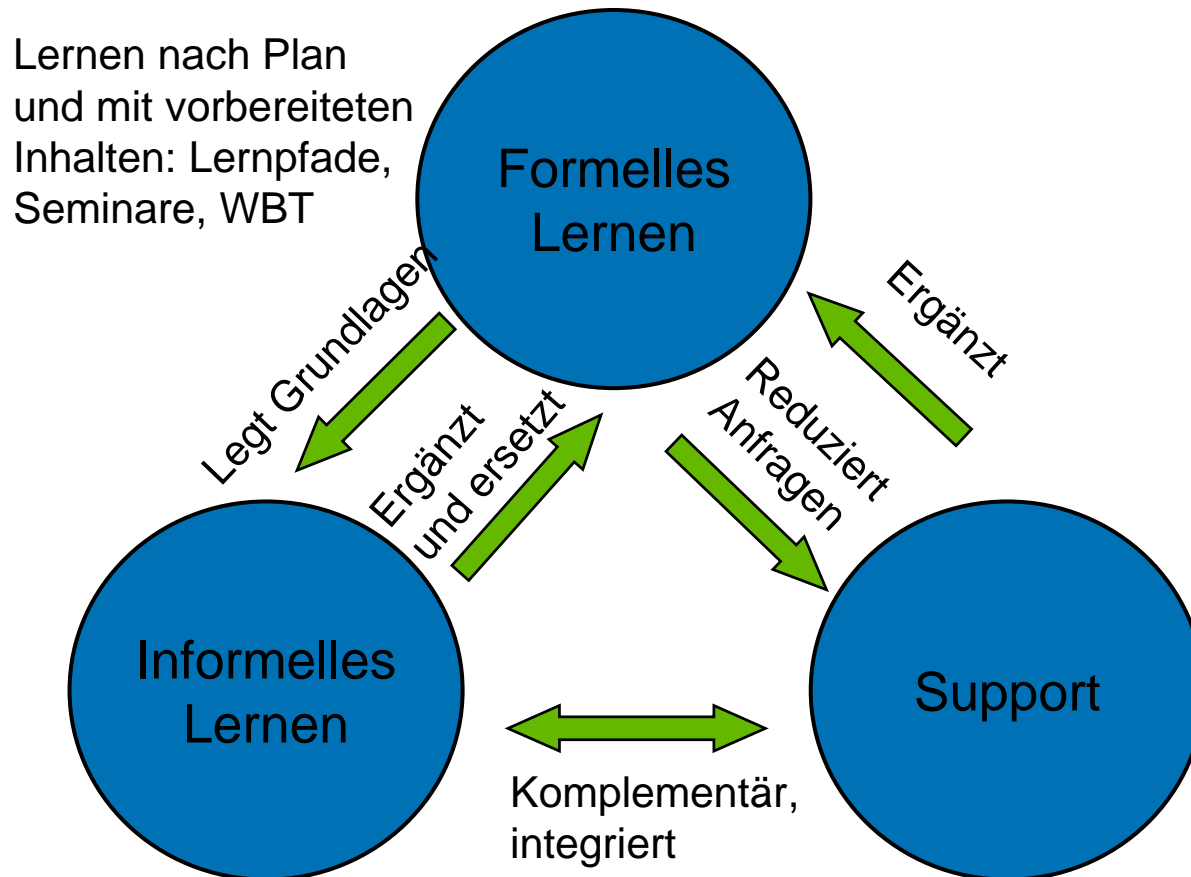
- Technisch ist mehr möglich, als aktuell im Arbeitsalltag genutzt wird
- Es besteht Handlungsbedarf in
 - Erhöhung der IT-Kompetenz und Bereitschaft, IT für Wissensaustausch zu nutzen
 - Gewährleistung der IT- und Daten-Sicherheit
 - Organisations- und Managementkultur: Wissen zu teilen wird gefördert und gefordert
 - Arbeitnehmerschutz: Schutz der Privatsphäre, klare Arbeitszeitregelungen

Lernen integriert in den Arbeitsprozess

Lernformen im vorliegenden Beispiel:



Zusammenspiel formelles, informelles Lernen und Support



Freier Wissensaustausch,
Lernen in der Arbeitsprozess
integriert:
Communities, Foren, Wikis, etc.

Formalisierte Unterstützung für
Tools und Prozesse:
Anleitungen, Vorlagen, FAQ, etc.

Personalentwicklung bei HP



70%

Erfahrung

Entwicklung "On the Job"
Spezielle Projekte/Task Force
Job Rotation
Stretch Assignments
Zusammenarbeit über
Organisationsgrenzen hinweg
Expertenforen

20%

Beziehungen

Rollenmodelle
Coaching
Feedback/360°
Mentoring
Karriereplanung
Vereinigungen/
Netzwerke

10%

Training

Formelles "Training"
Bücher
Konferenzen
E-learning/Blended
Learning
Zeitschriften/
Newsletter

Kritische Erfolgsfaktoren

- Organisationskultur
 - Unterstützt Teilen von Informationen und räumt nötige Freiheiten/Freiräume ein
 - Lässt eigenverantwortliches Handeln zu und fordert es ein
 - Belohnt Teilen, sanktioniert Horten und Geheimhalten von Wissen
 - Knowledge Sharing ist Teil der Mitarbeitervereinbarung
- Kommunikation
 - Aktive Sponsoren aus dem obersten Führungskreis
 - Live Events und aktive Community-Verantwortliche halten Austausch am Leben
 - Alle Moderationselemente benötigen Moderator zur Steuerung
- Design:
 - Auch informelles Lernen und Knowledge Management benötigen Design und müssen geplant werden
 - „Einfangen“ von Wissen muss leicht gemacht werden
 - Wissensprojekte sind keine reinen IT-Projekte!

