

ProSEco- Collaborative Environment for Eco-Design of Product-Services and Production Processes Integrating Highly Personalised Innovative Functions



Knowledge Provision Core Service contact person

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Knowledge Provision Core Service



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This project has received funding from the European Union's Seventh Framework Programme under grant agreement number NMP2-LA-2013-609143

This solution is developed in the scope of ProSEco project, and is one of the key solutions to support the design and development of new Product Extension Services (PES).

What's the Knowledge Provision core service?

The knowledge provisioning core service is set of components designed to enable the gathering of relevant knowledge about customer that can be used for developing new and more accurate PES solutions. The service provides search over several types of repositories such as Wiki, ERP, data repositories which can be integrated in PES.

Knowledge Provision Role

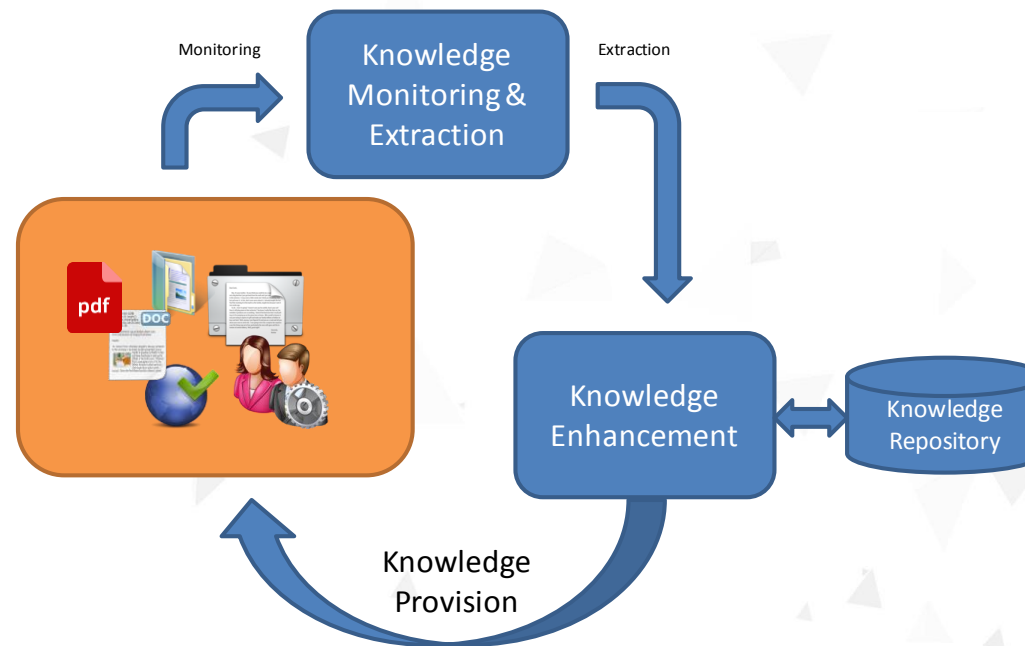
Knowledge provisioning core service will play two main roles, from the one side it will enable the monitoring of the actions/activities performed by the customers when interacting with a product/process; from the other side, the information gathered or in other words the knowledge extracted will be provided to the PES designer in order to be used for designing new PESs.

Main components

The Knowledge Provision core services has three main components.

Knowledge Monitoring component: this component contains services for monitoring DOM-based Web-Interface, wiki systems, as well as various documents (e.g. PDF, docx) stored in legacy file systems.

Knowledge Extraction component: this component will use the Context extraction/monitoring core services to tie context to the monitored data.



Knowledge Enhancing core service: this core service will contain components for providing additional knowledge to the current knowledge based activity on the monitored data and the context. Based on the monitored information – stored in an appropriate repository – and the context – provided by the knowledge extraction/monitoring service – this component is capable to provide relevant information about how the customer is using and/or interacting with the specific product/process.

CHARACTERISTICS OF THE SOLUTION

Knowledge Provision Service:

- Monitoring of knowledge based activities
- Extraction of current context under which a knowledge based activity is performed
- Enhancing identified knowledge
- Provision of identified knowledge

This solution supports the user in search over several types of repositories such as Wiki, ERP, data repositories which can be integrated in PES.