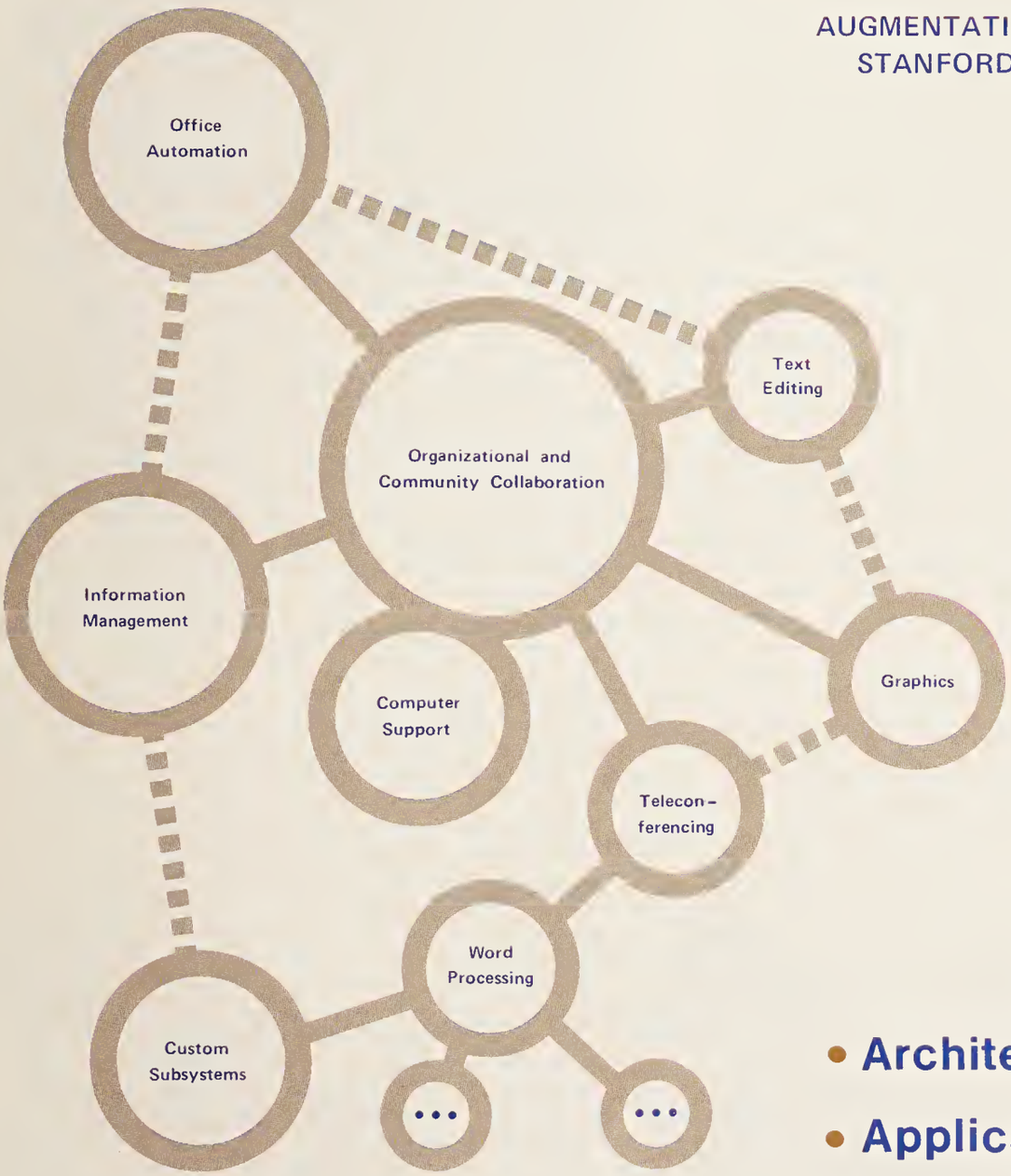
Theodor H. Nels
Dec '76

SRI

SEMINAR on the

AUGMENTED KNOWLEDGE WORKSHOP

AUGMENTATION RESEARCH CENTER
STANFORD RESEARCH INSTITUTE



- Architecture
- Application Principles
- Application Cases
- Training

THE AKW SEMINAR

1 ARCHITECTURE OF AKW's

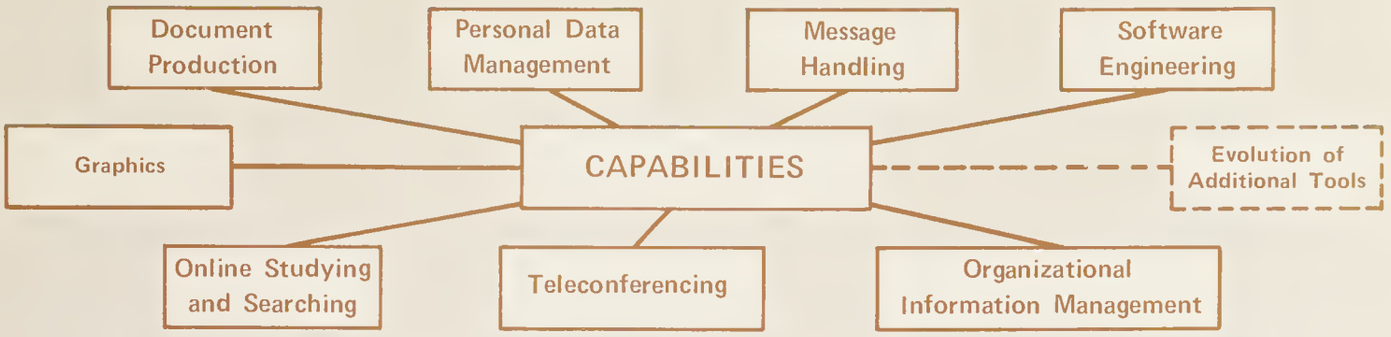
The first part, ARCHITECTURE OF AUGMENTED KNOWLEDGE WORKSHOPS (AKW), includes the components of an augmented office environment and how they fit together structurally to form an integrated set of services. In order to present this conceptual and philosophical framework, we will systematically introduce for discussion the concepts, their relationships to traditional perspectives, and explore what they mean in terms of activities that can be accomplished in the augmented environment. For example, the architecture of the system permits the custom design of subsystems for each client's special needs.

We will answer such questions as: what is an AKW? what is the Workshop Utility Service? what hardware and software does it include? what is the relationship to the current state-of-the-art in networks and other areas of computer science? and what is the design rationale for our computer based facilities, the oNLine System (NLS)? We hope to establish the uniqueness of our approach, and share our goals and ultimate objectives.

A ONE WEEK SEMINAR ON THE AUGMENTED KNOWLEDGE WORKSHOP IN FOUR PARTS!

This part of the week will be in a seminar format where representatives of the Augmentation Research Center (ARC) speak about each area. Each morning will include these sessions and a mix of other activities that will provide examples and illustrate the concepts that are introduced.

Executive teleconference with video projection (simulated)

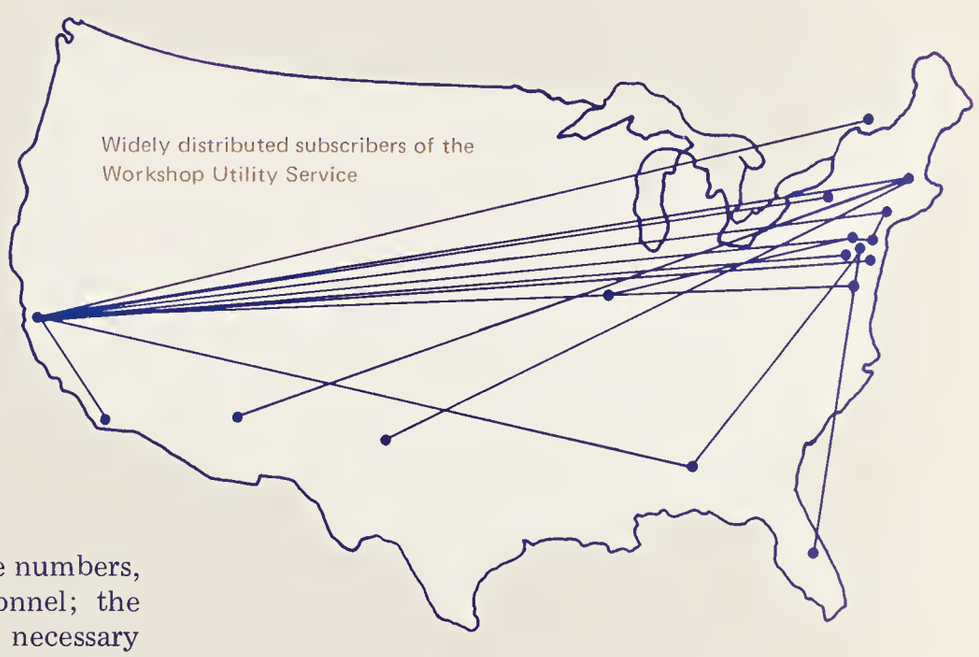


2 APPLICATIONS AND APPLICATION PRINCIPLES

APPLICATIONS AND APPLICATION PRINCIPLES reflect the uses of the system and how to implement it to accomplish clients' tasks. Midweek, we will present descriptions of the current applications by our nationally distributed clients to illustrate how one goes about getting knowledge work done in an AKW. Discussions will be highlighted by guest speakers and online demonstrations which will be built upon sessions from previous days, and will continue in the mornings with online experience in the afternoons.

Applications are as diverse as our user population, ranging from executive management and communication support to secretarial typing aids. They differ from the technical details that are part of learning to use the computer system. They include many related functions in different combinations to accomplish much broader activities, for example, teleconferencing. The methods and procedures employed by users to accomplish a job are as important as the computer functions.

Application Principles emphasize collaboration, cooperative evolution, enhancement of productivity, and attention to the detailed routine work that consumes so much of a knowledge worker's time. The full integration of the oNLine System (NLS) into daily working activities through continuous availability and accessibility will be discussed as an application principle. The use of resident Architects at each client site coupled with a field agent approach to training and consultation is a key aspect of the technology transfer strategy.



3 CASE STUDIES

CASE STUDY DISCUSSIONS will be held toward the end of the week during which a resource person will join with participants in small groups to analyze exemplary cases and the potential application of AKW in each organization.

Questions will be dealt with regarding the numbers, roles, skills, and distribution of personnel; the mission and the information strategies necessary to support that mission; management's contact with technology; the goals and products of the organization; etc. We will study the profile of an organizational application to see the utility, relevance, and impact of AKW. Hopefully, each participant will gain a sense of how AKW tools could be used by his/her organization, and an idea of the role each organization might play in the evolution of the AKW community.

Display Work Station

4 ONLINE EXPERIENCE

ONLINE EXPERIENCE AND TRAINING will be provided for each participant through access to a display terminal and hands-on experience with the computer-based service.

The goal will be to expose each person to as much of the power of the online environment as possible to establish a concrete basis for the higher-level discussions of architecture and applications. Due to the broad array of skills and novel functions associated with the system, these sessions will be held every afternoon with optional evening sessions.

It has been our experience that the online tools that are the core of an AKW cannot be fully appreciated without extensive exposure to them. Sessions will be conducted by persons expressly prepared to train clients. Thus, in addition to the experience of the system, there will be the opportunity to see the methods we use to assist clients in online usage.

Informal interaction will be promoted by social get-togethers for luncheons and refreshments.

- The cost of the full week of activities including computer time is $750.
- Contact us for the dates of the next scheduled seminar.

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Some questions and answers about the WORKSHOP UTILITY SERVICE

What is the WORKSHOP UTILITY SERVICE?

It is a subscription computer utility service used regularly by a number of commercial and government organizations since January 1974. It was established by the Stanford Research Institute (SRI) to provide an advanced set of coordinated *information handling capabilities* including:

- a *highly interactive*, user oriented, computer interface
- unique *text editing*, portrayal, and graphics facilities
- *document production* and control facilities (including phototypesetting)
- *teleconferencing* among distant geographical locations
- *automatic "mail"* delivery, cataloging, retrieval and storage
- *personal information management* (including automatic calendars and complete privacy)
- *organizational information management* (including financial, personnel, and planning information)
- special capabilities for *custom-building* subsystems for subscribers

Who provides the WORKSHOP UTILITY SERVICE?

The Service is operated by the Applications Staff of the Augmentation Research Center of Stanford Research Institute, a not-for-profit organization The computer facilities are provided under subcontract by computer time-sharing vendors, and SRI staff is utilized in subscriber training and consulting roles.

Based upon 14 years of pioneering research and development, the Service is designed for organizations that are interested in enhancing their effectiveness by joining SRI and other using organizations in the application of the latest workshop procedures and technology.

How do I learn more about the WORKSHOP UTILITY SERVICE?

Contact:

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163 Hamilton Ave.
Princeton, New Jersey 08540

WEST COAST: James C. Norton (415) 326-6200 ext. 2124
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Enroll in the Augmented Knowledge Workshop Seminar, a week long course on all aspects of the advanced technology including its implementation, uses, and operation.

MAIN OFFICES AND LABORATORIES

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SRI is a problem-solving organization that performs basic and applied research under contract for clients in business, industry, and government in the United States and 65 other countries.

Since SRI was founded in 1946, the problems confronting our clients have so increased in complexity that few of them can be solved within the confines of a single discipline. SRI is uniquely qualified to deal with such intricate problems. Professionals, representing more than 100 disciplines, comprise nearly two-thirds of our 3000 staff members, working out of our headquarters in Menlo Park, California and in other laboratories and offices in the United States and abroad.

SRI performs research for the public sector in such areas as urban management; health, education and welfare; environmental management and national security. In addition to our broad-ranging activities for the U.S. government, the Institute also serves city, state and county governments.

For private commercial and industrial clients, SRI engages in research in new products, processes and equipment; new investment opportunities; corporate strategy and management consulting; and regulatory policies.

Formerly affiliated with Stanford University, SRI became independent in 1970. As a nonprofit corporation, the Institute has no endowment and no shareholders. Revenue in excess of operating costs is used to purchase advanced scientific equipment and to enhance the Institute's ability to provide research in the public interest.

SRI's gross revenue from research contracts is over $95 million per year.

The Institute's headquarters are on a 70-acre site in Menlo Park, Calif., a suburban community about 35 miles south of San Francisco and a few miles from the Stanford University campus. It has other offices and laboratories in the United States, Europe, South America, and East Asia.

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