

# **SAOUG - 6th SOUTHERN AFRICAN ONLINE INFORMATION MEETING**

**Caesars Convention Centre  
19 - 21 June 2001**



**Corporate Technical Memory - making sure that the long term can  
make the grade when the short term comes digging -  
De Beers - a case study**



**Marthie van Jaarsveld  
*Manager - De Beers Virtual Library***






**DE BEERS**

# **De Beers Corporate Technical Memory - De Beers - a case study - *features***

-  **Common technology - usable and accessible to all**
-  **Collection of repositories - search options**
-  **Document management features**
-  **Multiple electronic sources and embedded links**



# **De Beers Corporate Technical Memory - De Beers - a case study - *features***

-  **Remote participation and decentralised sharing**
-  **Scope - corporate intellectual property**
-  **Templates for data capture with max 14 fields**
-  **Confidentiality options and electronic authorisation**
-  **Dissemination via e-mail**









# De Beers Corporate Technical Memory - De Beers - a case study - example

The screenshot shows a Microsoft Internet Explorer browser window displaying a document page. The address bar shows the URL: <http://www.dvl.debeers.co.za/dmanage/frames.asp>. The page has a navigation menu with options like File, Login, Go To .., Help, and Report a Problem!. The document details are as follows:

ID=182220	Document Options	Help	Request copy / Access
Belongs to Category :   De Beers  De Beers Virtual Library Database  Presentations <a href="#">Send</a> or <a href="#">Copy this hyperlink to Document</a>			
Title:	<b>Scanning (2000).</b>		
Authors:	<b>Garcia G</b>		
Keywords:	<b>PRESENTATIONS; SCANNING SYSTEMS; IMAGING SYSTEMS; SCANNERS SEE SCANNING SYSTEMS; PHOTOELECTRONIC DEVICES SEE ALSO SCANNING SYSTEMS</b>		
Abstract:	<b>Contents: Fundamentals; Printed Images; Monitor Images; Scanning Colour Photos; DPI ( Dots per inch); Video Resolution – How much to scan ?; Scanning for the monitor; Scanning for e-mail and the web; Saving your image; Image formats; JPEG (Joint Photographic Experts Group; TIF (Tagged Image File); BMP (BitMap Picture); GIF (Graphic Interchange Format); Adobe Acrobat (PDF).</b>		
Publish Date:	2000/10/12		
Location:	DB Library/Electronic		
Attached Files:	<a href="#">Download Attachment No. 1</a>	File Size : 739.5 KBytes	<b>Powerpoint presentation</b>







The browser's status bar shows "Done" and "Local intranet zone". The taskbar at the bottom includes the Start button and several open applications: Microsoft PowerPoint, De Beers Virtual Library, and Frames - Microsoft Int... The system clock shows 02:39.

# **De Beers Corporate Technical Memory - De Beers - a case study - *lessons learned***

-  **Chuck the rules - less librarian more business approach**
-  **Simple is better - don't sweat the small stuff**
-  **Align content with business value chain**
-  **Understand diversity of users - offer options not restrictions**
-  **Decentralised ownership - who's stuff is it anyway?**
-  **Go electronic today**



# **De Beers Corporate Technical Memory - De Beers - a case study - *lessons learned***

-  **Know what we know - legacy to digitise or not**
-  **Confidentiality as required**
-  **Size matters, so does bandwidth - find solutions**
-  **You don't have all the answers - so what no one does**
-  **Spread the e-word - build relationships, partnerships, joint projects, get involved and be flexible**
-  **Don't sell the concept - have something to show**



# De Beers Corporate Technical Memory - De Beers - a case study - *the final word(s)...*

This is what the user sees



A search interface consisting of a yellow rectangular search input field on the left, followed by two buttons: a 'GO' button and a 'SEARCH' button, both with orange text and white backgrounds.

This is also the window of opportunity to innovate and change

The final word ..... From library domain to the whole enterprise

