

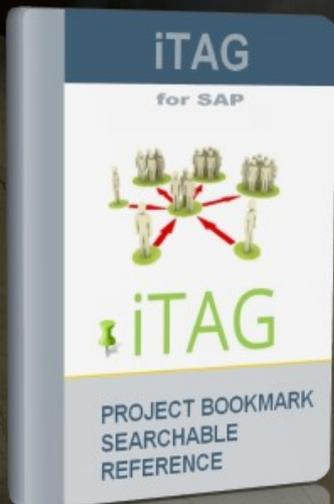
NASA is preparing to send a man to the moon for the second time. They commented on starting from scratch, but the NASA team today is not the team from 40 years ago. A complex project of this nature requires expertise that is second-nature to the team and NASA needs to rebuild that second-nature knowledge from scratch.

Implementing SAP has similar challenges as the wave of projects wash over us. In each project we have unique problems to overcome. Experience and determination pulls us through, but we often suffer from "The Curse of Knowledge". A successful team equipped with 'second-nature' knowledge forgets that others do not know the same details. Activities that are obvious at the time are left out of the documentation and knowledge transfer. It is a curse that comes back to haunt. The team soon forgets these details and eventually the team is working on other problems. This curse becomes more apparent as we consistently reverse engineer and re-analyse existing solutions, trying to understand what was done before. Also, we rarely have a person on the team that knows all team member contributions.

What if the team were able to place markers as they were building the project? A roadmap that helps them and others go back to the project detail. ITAG was developed for this purpose. **A tag that bookmarks configuration, development, documentation and other activities into a central searchable repository.** Allowing the team quick access to project work and providing visibility across systems. It even has the ability to learn from your system and preload Solution Manager with its database.

I would hope that NASA is not starting from scratch but following a guide laid down by experts before them; following a procedure, a bookmark of past experience.

We call this ITAG.



ITAG

PROJECT BOOKMARKING /SAP

Bookmark SAP Configuration, Development and Activities into a searchable engine.

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