The Knowledge & Content Management, Collaboration & E-Learning Focus Area addresses enterprise disciplines in personal and group productivity, content and document management, knowledge management, building enterprise value chains, e-learning, and more. The scope addresses individual and multi-enterprise issues, deals with both business and technology concerns; and addresses the impacts on employees, customers, and business partners.

Scope of Coverage
Knowledge-enabled enterprises profit from change by managing and leveraging knowledge, knowledge processes, the people who create knowledge-related core competencies, the places where they work and ways in which to improve knowledge transfer. Key business disciplines and technologies make the interpersonal interactions – between and within enterprises – work better.

Core Topics
Content, Media, and Publishing
Strategy, process design, architecture, technology, and applications of electronic content, documents, interactive and rich media, and publishing. Includes individual and multi-enterprise issues; Web site, intranet, and extranet aspects; and application management issues.

Knowledge and Intellectual Capital Management
Strategies, trends, and disciplines associated with intellectual asset and knowledge management. Integrates business intelligence and competitive intelligence technology and processes. Addresses workforce culture, knowledge work, and knowledge workers. Potential for this to map to two focus areas – Knowledge & Content Management and IT Management.

E-Workplace Systems and Technology
Individual and multi-enterprise workplace technologies and systems. Addresses non-transactional work among and between enterprises, customers, and employees. Includes portals, user interfaces, collaboration, communities, e-mail and messaging, search engines, analytics, personalization, and other productivity or workplace tools.

Learning and Education Strategy, Systems and Technology
Learning and education are lifelong activities. Covers strategy, process design, applications and technologies for higher education, corporate e-learning, and a specific focus on IT training and skills issues.

Recent Spotlights
KX: Exploiting Knowledge for Value

Key Issues
- How will document management evolve in the next five years?
- How will enterprises achieve a return on investment for XML in content applications?
- How will interactive media affect enterprises in the next five years?
- Which best practices are emerging for content, media, document management?
- Which vendors will provide critical support for XML-based content applications?
- How will corporate learning investments provide a return on investment?
- How will enterprises extend e-learning to business partners?
- How will the corporate learning infrastructure evolve?
- Which current and emerging skills will be important for IT success?
- Which emerging trends are important to corporate learning users?
- How will trends in IT architectures and devices affect e-workplace systems?

About Focus Areas
The breadth and depth of Gartner coverage is unsurpassed. Focus Areas are views into Gartner that represent shared interests among our clients. Focus Areas fall into several key categories including Business, Industry, Markets, Technology and Special Reports. Focus Areas evolve as the interests and needs of our clients change. Visit gartner.com for a complete view of current Focus Areas.