



INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification ⁶ : G06F 15/20, 15/22, 7/00, 17/60, 19/00, 17/30	A1	(11) International Publication Number: WO 00/02137 (43) International Publication Date: 13 January 2000 (13.01.00)
--	-----------	--

(21) International Application Number: PCT/US99/15049

(22) International Filing Date: 2 July 1999 (02.07.99)

(30) Priority Data:

60/091,476	2 July 1998 (02.07.98)	US
60/133,746	12 May 1999 (12.05.99)	US

(71) Applicant: KEPNER-TREGOE, INC. [US/US]; 17 Research Road, Princeton, NJ 08542 (US).

(72) Inventors: SCHLICK, James, D.; 561 Heatons Mill Drive, Langhorne, PA 19047 (US). LONGMAN, Andrew, D.; 11 Fifth Street, Frenchtown, NJ 08825 (US). ALVAREZ, Betsy, L.; 12 Lakeside Road, Somerset, NJ 08873 (US). HUMMEL, Matt; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). LEE, Sandra; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). SANTOS, Jad; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). SERRANO, Chris; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). DINH, Phong; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). CLINE, Rachel; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). BERNER, Rich; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). MCLANE, Jennifer; Suite A, 12910 Cul-

ver Boulevard, Marina del Rey, CA 90066 (US). RONO, Ramon; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). MENTZ, Lisa; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). GELLER, Josh; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). GERY, Gloria; 108 South Trail, Tolland, MA 01034-9403 (US). YARDUMIAN, Robert; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). SCHAPIRO, David; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). BUSSARD, Katherine, Nicole; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). LAU, Catherine; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). OSBORNE, Kevin; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). CONNELLY, Sean; Suite A, 12910 Culver Boulevard, Marina del Rey, CA 90066 (US). NGUYEN, Kevin; 10317 Orr and Day Road, Santa Fe Springs, CA 90670 (US). WILMSMEYER, Justin; 8957 Gibson Street, Los Angeles, CA 90034 (US). VERNON, Martin; 3701 Overland Avenue #B223, Los Angeles, CA 90034 (US). HOGQUIST, Karl; 849 E. Victoria Street #612, Carson, CA 90746 (US). SCHWARZBART, Joel; Romac International, 15260 Ventura Boulevard #380, Sherman Oaks, CA 91403 (US).

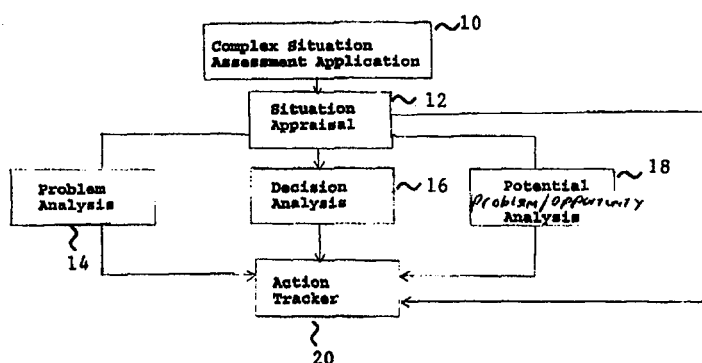
(74) Agents: MORIARTY, Gordon, R. et al.; Weingarten, Schurgin, Gagnebin & Hayes LLP, Ten Post Office Square, Boston, MA 02109 (US).

(81) Designated States: AU, CA, JP, SG, European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE).

Published

With international search report.

(54) Title: METHOD AND APPARATUS FOR PROBLEM SOLVING, DECISION MAKING, STORING, ANALYZING, RETRIEVING ENTERPRISEWIDE KNOWLEDGE AND CONCLUSIVE DATA



(57) Abstract

A computer software application, graphical user interface, and method for entering information concerning a complex business situation (16), refining such information in a stepwise manner through the interface, generating a list of effective actions for addressing such a business situation, and storing such information in a knowledge base adapted for future query and reporting use of such a complex business situations (16), is provided. A set of screen sequences (14, 16, 18) allows entry of specific aspects of such a situation to generate an action list. A situation appraisal sequence allows entry of concerns stemming from the situation to prioritize such concerns. A problem analysis sequence (14) allows entry of causes of a problem, and refining the causes to determine a true cause. A decision analysis sequence (14) allows entry of alternatives concerning a decision, and refines such alternatives to determine one which suits the objective.

FOR THE PURPOSES OF INFORMATION ONLY

Codes used to identify States party to the PCT on the front pages of pamphlets publishing international applications under the PCT.

AL	Albania	ES	Spain	LS	Lesotho	SI	Slovenia
AM	Armenia	FI	Finland	LT	Lithuania	SK	Slovakia
AT	Austria	FR	France	LU	Luxembourg	SN	Senegal
AU	Australia	GA	Gabon	LV	Latvia	SZ	Swaziland
AZ	Azerbaijan	GB	United Kingdom	MC	Monaco	TD	Chad
BA	Bosnia and Herzegovina	GE	Georgia	MD	Republic of Moldova	TG	Togo
BB	Barbados	GH	Ghana	MG	Madagascar	TJ	Tajikistan
BE	Belgium	GN	Guinea	MK	The former Yugoslav Republic of Macedonia	TM	Turkmenistan
BF	Burkina Faso	GR	Greece			TR	Turkey
BG	Bulgaria	HU	Hungary	ML	Mali	TT	Trinidad and Tobago
BJ	Benin	IE	Ireland	MN	Mongolia	UA	Ukraine
BR	Brazil	IL	Israel	MR	Mauritania	UG	Uganda
BY	Belarus	IS	Iceland	MW	Malawi	US	United States of America
CA	Canada	IT	Italy	MX	Mexico	UZ	Uzbekistan
CF	Central African Republic	JP	Japan	NE	Niger	VN	Viet Nam
CG	Congo	KE	Kenya	NL	Netherlands	YU	Yugoslavia
CH	Switzerland	KG	Kyrgyzstan	NO	Norway	ZW	Zimbabwe
CI	Côte d'Ivoire	KP	Democratic People's Republic of Korea	NZ	New Zealand		
CM	Cameroon	KR	Republic of Korea	PL	Poland		
CN	China	KZ	Kazakhstan	PT	Portugal		
CU	Cuba	LC	Saint Lucia	RO	Romania		
CZ	Czech Republic	LI	Liechtenstein	RU	Russian Federation		
DE	Germany	LK	Sri Lanka	SD	Sudan		
DK	Denmark	LR	Liberia	SE	Sweden		
EE	Estonia			SG	Singapore		