The Novartis Knowledge Center Portal - Gateway to Information and Knowledge in a Global Pharmaceutical Company

Margot Gerharter, Information Specialist
Inforum 2007, Prague, May 23rd, 2007
Agenda

Overview Novartis
The Novartis Knowledge Center
The Knowledge Center Portal
Portal - Technical Background
Portal - User interface
Conclusion
Overview Novartis

- 1758-1970: Geigy, Ciba and Sandoz
- 1970-1996: Ciba-Geigy and Sandoz
- 1996: Novartis

- Headquarters in Basel
- > 100,000 employees in > 140 countries
The Novartis Knowledge Center (NKC)

- 44 employees
- located on 6 sites
  - Basel (CH)
  - Vienna (AT)
  - Horsham (UK)
  - East Hanover, Cambridge & Emeryville (USA)
- approx. 50,000 potential users on 50 sites
- NKC mission
The Novartis Knowledge Center Portal

Technical background

- built in BEA Weblogic
  - 9 external databases and service providers
  - 8 independent application services
  - 1 internal Oracle database
  - 1 Apache web server
  - 1 Weblogic Portal server
  - 1 Weblogic Application server

- automatic authentication & authorisation
The Novartis Knowledge Center Portal

The portal’s user interface

- 3 main sections
  - Information on the Knowledge Center itself
  - E-contents
  - Local Library Services

- additionally: Quick links, Help pages
The Novartis Knowledge Center Portal

What’s New

27-Apr  NKC portal v2.0 is launched today - Several new features!

New: trials on e-journals, databases etc.

Trial: NKC orientations, external trainings

New: general news, new licensed material
The Novartis Knowledge Center Portal

Local Library Services

- general information on the library
- document delivery
- library catalog
- upcoming trainings
- search request form
- ordering of physical material
- copyright
Request an article

This service is available to all NBR Vienna employees to supply copies of articles where a subscription is not currently available at Novartis. NBR Vienna employees are requested to use the authorized procedures and not to acquire articles via direct purchase from the internet. Please ensure you have first checked that a copy of the article is not already available via a Novartis journal subscription.

Options:

- SFX: preferred and recommended ordering procedure

See the Guide to Document Delivery for further instructions.

Turnaround times from external suppliers

- Standard service: 6-7 business days
- Rush service: 1-2 business days

Costs

Currently Novartis Knowledge Center, Vienna pays the costs but this will change. Please note: Rush service is significantly higher in cost.

Micropatent

Users with an account can obtain full text patent articles to many US, EP, DE, UK, FR, JP and World Patents. View Information about Micropatent. Costs are prepaid so no additional cost is levied for utilizing this service.

Copyright: Please note that copyright applies to this resource.
MR findings in asymptomatic shoulders: a blind analysis using symptomatic shoulders as controls.

Chandnani V, Ho C, Gerhardt J, Neumann C, Kursunoglu-Brahme S, Santuris DJ, Rosnick D.
Department of Radiology, Veterans Administration Medical Center, San Diego, CA 92161.

20 asymptomatic volunteers, aged 25 to 55 years, as considered abnormal in symptomatic patients. In 67, the asymptomatic shoulders, all 20 had intact bursal internal signal, and one (5%) had abnormal labrum. 16 (100%) and 19 (95%) shoulders respectively, 16, 19 (95%) shoulders respectively, 16, 19 (95%) shoulders respectively, 16, 19 (95%) shoulders respectively, 16, 19 (95%) shoulders respectively. The glenoid labrum was intact in all volunteers, signs of abnormal signal in the glenoid labrum, and of superoinferior depression, and anteroinferior labral tears, and impingement. Similar findings were seen in some of the patients with clinically significant pathology.
Learning & Training

The Novartis Knowledge Center Vienna offers different courses to assist employees with their research at Novartis.

- **NKC Orientations**: Introductory sessions for new hires or people who wish to refresh their knowledge about our resources and services.
- **Specific services and applications training**: In-depth sessions on the use of specific services and applications (e.g., Web of Knowledge, Schrödinger, Investigational Drugs database, etc.) to maximize your efficiency, usually run by external trainers from the database suppliers (vendor training).

All our regular sessions and courses are announced in the Training Calendar where you can also register. Moreover, they are communicated on our website in the Local News section and via e-mail.

Note that we also offer individual F2F sessions at your workplace on request. Please make an appointment with Christian Gumpenberger.

**Upcoming courses**

- NKC Vienna User Orientation
- Prous Integrity Training

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Place</th>
<th>Trainer</th>
</tr>
</thead>
</table>
| Wed 02.05.2007 | 10:00-11:00 | EDV Schulpum, Bau 59, 2.0G | Christian Gumpenber

**English**: Overview of the services and products offered by the Novartis Knowledge Center. Highly recommended for all new hires and everybody who wants a refresher.

**Deutsch**: Überblick über die angebotenen Services und Produkte des Novartis Knowledge Center. Empfehlenswert für alle neuen MitarbeiterInnen und alle, denen eine Auffrischung des Wissens willkommen ist. Falls alle TeilnehmerInnen ausschließlich deutschsprachig sind, findet das Training natürlich in Deutsch statt!
Conclusion

- hard to satisfy all individual user needs
- NKC Portal major step toward right direction
- Portal enhanced every day to increase user satisfaction
Thank you for your attention!