LibPro

THE ALL-IN-ONE KNOWLEDGE MANAGEMENT SYSTEM

Northeastern University
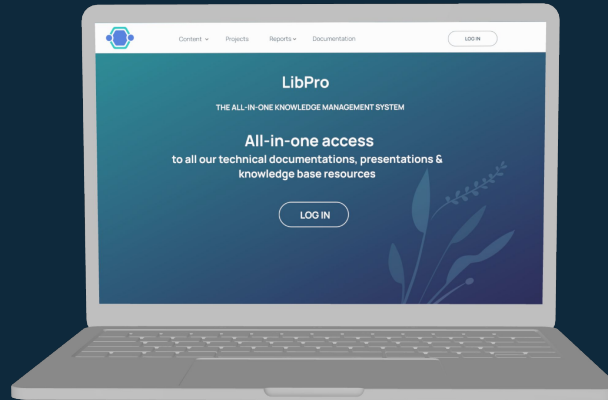
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Problem Statement

To increase the productivity within an enterprise by deploying a Knowledge Management System

- What is a Knowledge Management System (KMS)?
- Why do we need a KMS?
- What is LibPro?

Is KMS the solution?

- Knowledge management remains one of the top three issues affecting company success and has become even more essential with the COVID-19 pandemic's scattering of staff among homes and work sites. However, very few business leaders feel ready to address it.

- Sustainable, mature KM Programs enable an organization's workforce to optimize knowledge & information flow for solidly-based, real-time decision making and to leverage knowledge for competitive advantage, thus are essential for workforce performance and an organization's success.

Workers' ease in obtaining relevant information from colleagues vs repositories

■ Relatively difficult ■ Nearly impossible

3%

6%

23%

16%

From colleagues   **From repositories**
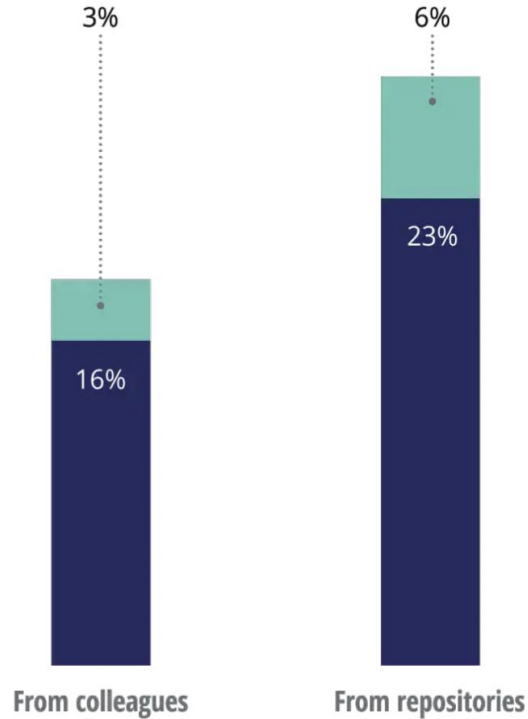
Source: Deloitte European Workforce Survey, 2020.

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The value and limits of technology

- In this era of Artificial Intelligence and Natural Language Processing, a common belief is that these modern technologies will automatically enable knowledge management. However, this is not the case (see figure 1)

- So why are repository systems at such a disadvantage when it comes to sharing knowledge?

- The answer is that people must enter content into these systems in the first place

- That 'content-in' factor is crucial not only for the ease in finding content, but also for its quality
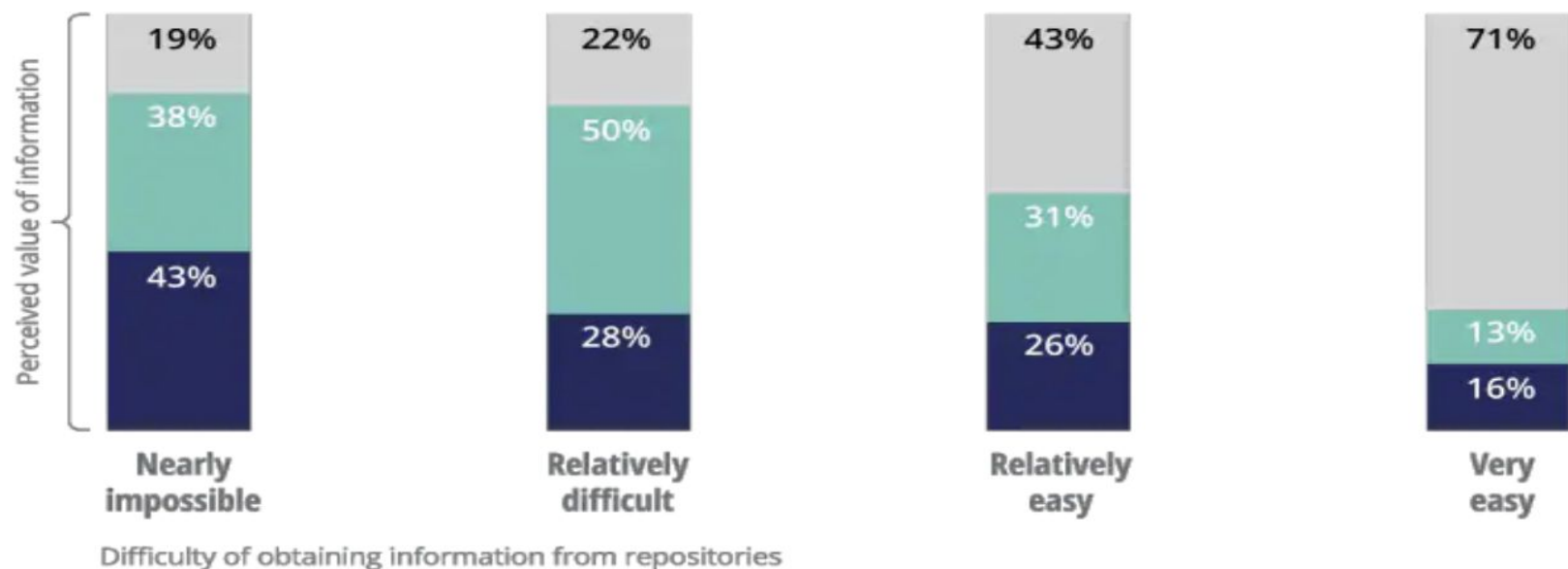
Contd...

- Survey respondents who found it difficult to obtain information from repositories were also more likely to rate the value of the obtained information as below average. On the contrary, 71 percent who considered it easy to access the information also perceived its value as being above average (figure 2). If searching is difficult and the results are not highly valued, workers lose trust in the knowledge systems. This, in turn, makes them less willing to share personal knowledge in those systems, which reduces the quality of the content.

FIGURE 2

The perceived value of information is higher where information is easy to access

Share of respondents considering the obtained information as above or below average, by perceived difficulty to obtain information from repositories.

■ Below average   ■ Average   ▨ Above average

Perceived value of information

	Nearly impossible	Relatively difficult	Relatively easy	Very easy
Above average	19%	22%	43%	71%
Average	38%	50%	31%	13%
Below average	43%	28%	26%	16%

Difficulty of obtaining information from repositories

Source: Deloitte European Workforce Survey, 2020.

LibPro

- An Internal Knowledge Management System partnered with Metaiss (a Content Management System)

- Exclusively available to staff (or a specified set of employees) and contains confidential, internal information that consumers should not have access to

- Provides a tailored answer to leveraging and unleashing the power of knowledge, be it in-person or in a virtual format

Planning and Management

We are planning to break execute this project by breaking it into smaller phases and dividing the tasks among each team rightfully.
To render this shift in the organization, we will employ Agile methodology.
We will follow the below steps to keep track of the tool's progress:

1. **Sprint Planning Meeting**

2. **Daily Scrum and Sprint Execution**

3. **Sprint Review Meeting**

4. **Sprint Retrospective Meeting**

5. **Backlog Refinement Meeting**

Execution

- We will execute this modification by incorporating the class learnings as well as the read and react articles that have been provided.
- The major goal of creating a knowledge base would be to optimize corporate tasks and eliminate manual labor hours spent building or writing a document that may have previously been created by someone else in the company
- There are various learning that we will be incorporating while working on this change management for the organization:

- ADKAR Model (Classroom)
- Deconstruct big change into small steps (Read & React 1)
- Big Data and Thick Data (TED talk by Tricia Wang)
- Listening to the Customers for feedback (Read & React 6)

Video
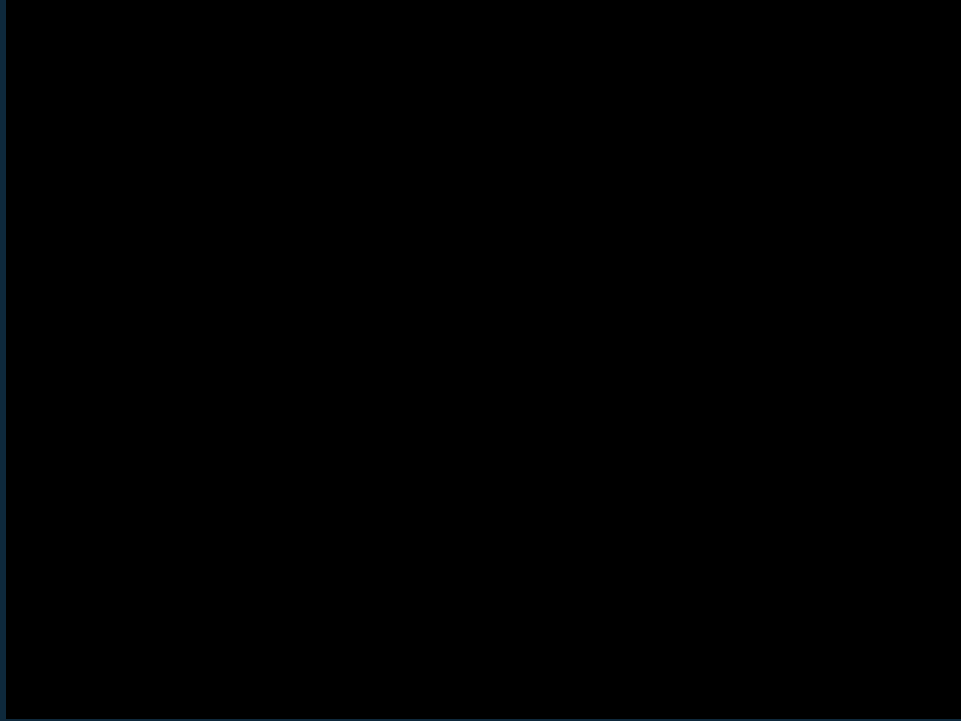
Survey answer insights
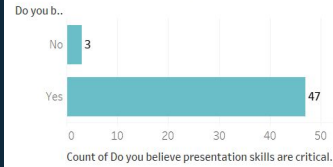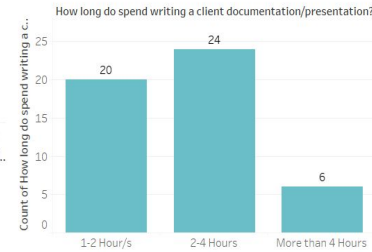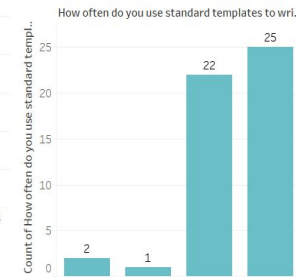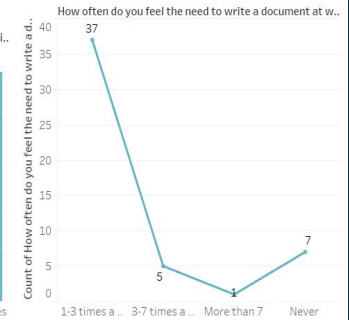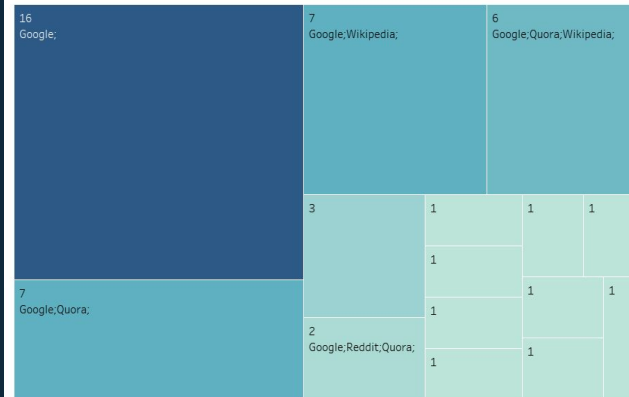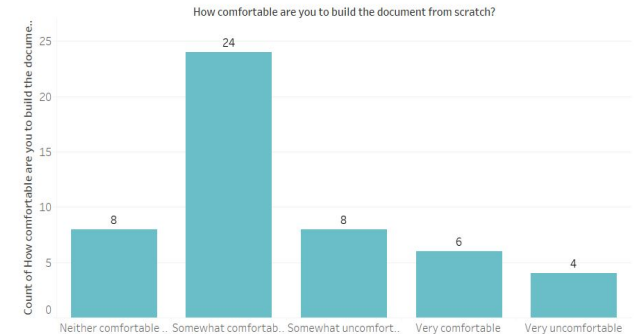
Design and User Interface

- A prominent search bar with filter dropdown with elaborate filtering options based on time range, team, file formats, permissions, and access rights

- A left navigation bar with a right sliding sub-menu for filters

- Clearly displayed file formats and team owners

- Users need search and filter capabilities to not only identify target information but also suggest related files
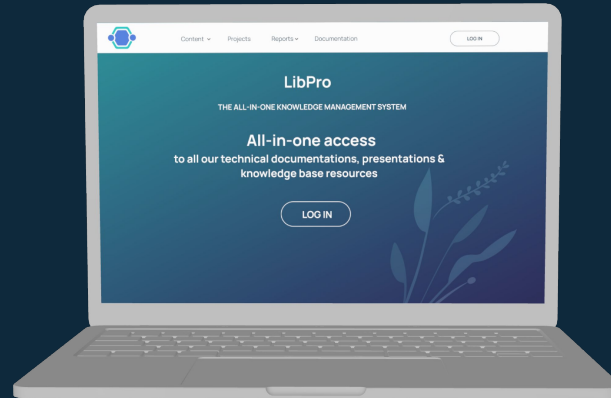
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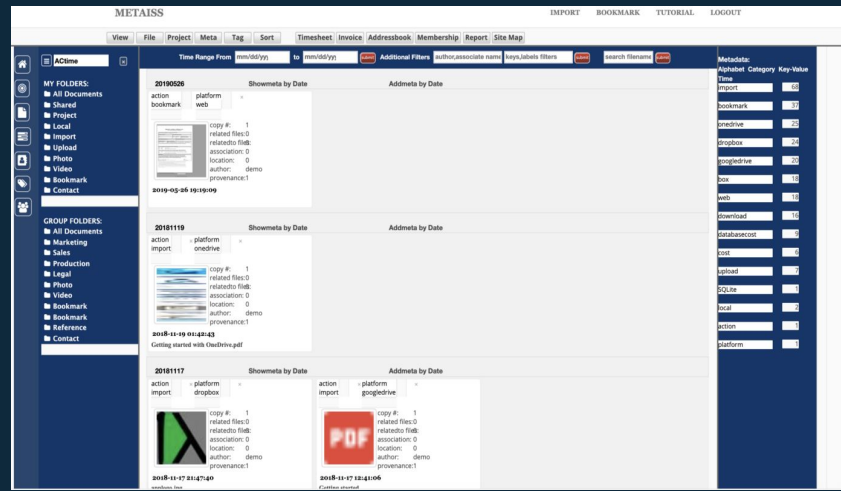
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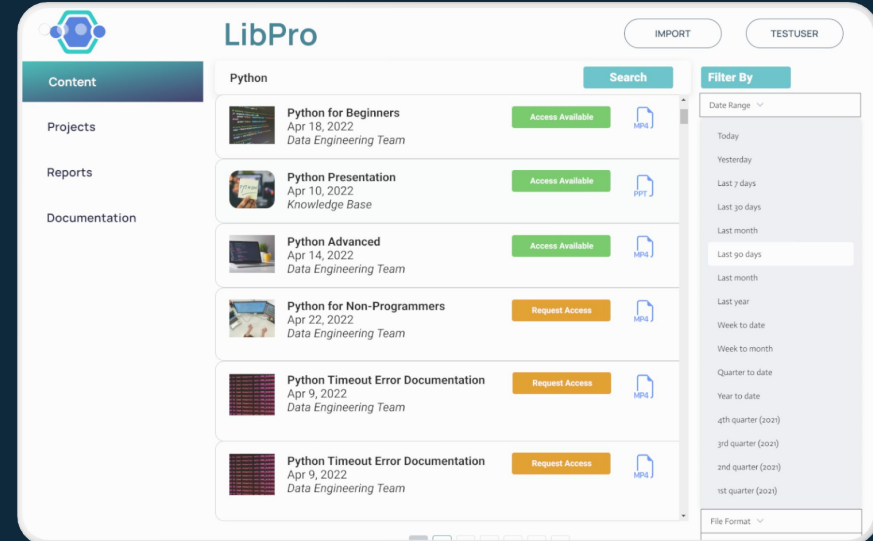
Prototype

Quality Analysis

The primary goal of the QA testing and process is to thoroughly test the application's functionality, behavior, and workflows before deploying it in the production environment or to live users.

To carry out these processes, we take the following steps, which are also known as test strategy

- Defining the requirements and testing scope
- Testing Type
- Documentation Codes
- Testing Scripts

Training Sessions

Initial phase:

In this, a team of developers would come to the QA team and explain the application, the goal, and the target and implement what kind of change this application was built.

Training Phase:

To train employees on the application's workflow, the developer team could come and assist the employees with a knowledge transfer session about the application.

Future Scope

The primary goal of this project is to provide a centralized learning platform for the organization, and our next step is to improve the software to take it to the next level

One specific upgrade we could implement is RPA Automation anywhere scripts, which would reduce manual work hours and improve the application's functionality

Implementation of RPA UI path to monitor Workflow and application functionality

Thanks!

Any questions?