

SRI LANKA INSTITUTE OF INFORMATION TECHNOLOGY

IT4120–KNOWLEDGE MANAGEMENT

KM Mini-Project-2022

Total Marks: 20 Marks

Guidelines

Students those who have already formed into a group of Four (4) members are allowed to proceed with the KM Mini Project. This assignment is a compulsory component of the Continuous Assessment (CA).

Objectives:

Main objective of the assignment is to provide students in depth understanding about the theories of Knowledge Management. Further, it allows them an opportunity to apply theories in a real-world application. Therefore, each group of students must select a suitable business organization for their study on your own interest. Then select a suitable **research domain** (matches with the selected organization) and a relevant **component** (of the proposed KMS for the organization) from the list A and B respectively as given below.

A. Research Domains

1. Healthcare Institutions (Hospitals)
2. Financial Institutions (banks)
3. Educational Institutions (schools, Universities etc.)
4. Shops (Supermarkets with many employees)
5. Software Industry
6. Communication service providers
7. Leading Business companies etc.
8. Hotel industry

B. Components (of a KM System)

1. Query Function (Chatter bot)
2. Decision Support System (DSS)
3. Document Management System (DMS)
4. Data warehousing, data mining, data analytics
5. Content Management Systems (CMS)
6. Artificial Intelligence relates tools or an Expert System (AI&ES)

Methodology:

After selecting a domain, each group must identify a suitable business organization/company that belongs to the selected domain. (E.g., **Domain**-Healthcare Institutions, **Organization** - a hospital). Students must conduct a comprehensive study covering the following details before deciding a suitable Knowledge Management System (KMS) for the selected organization.

1. Vision of the organization
2. Types of business (products or services)
3. Employees awareness about Knowledge Management

4. Analyze the organizational KM infrastructure (computer, s/w, n/w, databases, processes, tacit and explicit knowledge) and gaps
5. Knowledge management system (if any) and organizational Information Systems
6. Techniques or procedures they have currently for knowledge sharing
7. Attitude of organizational leadership towards the Knowledge Management
8. Current organizational culture for Knowledge Management

Group members must find necessary details from the respective organization (visit the organization) for the study. You must make suitable arrangements to collect necessary information from the organization you have selected. You may use a pre-prepared questionnaire to gather information. The pre-prepared questionnaire must be tested (pilot run) before contacting the company / organization. After collecting the information, they can decide a suitable method to get additional information if necessary. The information collected should be properly analyzed before use them.

In the KMS development process you must apply the KM theories (e.g., 10 step KM road map) studied in the lectures. To achieve the proposed KMS goal, the existing KM infrastructure must be evaluated. Additionally, assess the knowledge capital, gaps, priorities to fill the knowledge gaps in the organization and estimate employee's awareness about KMSs. The group members must identify suitable business strategy and KM strategy for the selected organization. All your findings must be used to develop the KMS and include them in the report.

You must develop the selected component of the proposed KMS. It is strictly advised that the component should be developed by the group members, and they are not allowed to use any third-party tools to demonstrate as their component. We will analyze the source code to understand each member's contribution.

Your final submission may include a report, presentation, and a demonstration on the selected component.

Report Outline:

The length of the report must be less than 10 A4 pages. Use the font, Times New Roman 12 pts with a single line space. Additional information such as the questionnaire should be included in the appendices. A list of references may be included. The following report structure should be used.

- Cover page (KM Project Report – 2022, Company/organization, List of group members, degree, date of submission)
- Declaration page
- Abstract
- Acknowledgement
- Table Contents
- Introduction
 - Background details of the company, vision and their business
 - Objectives of doing this project
- Existing infrastructure facilities
 - Computers, software, networks, etc.
 - Current systems including KMS (if any) and processes
- Needed KM infrastructure
 - Explicit knowledge, tacit knowledge, technology
 - Gap
 - Cost benefit analysis to fill gaps and your priorities
- KMS Blueprint (include KM architecture)
- Developed component of the KMS
- Conclusion

- Reference list
- Appendices

Presentation & Demo (prototype)

Each group will be given 15-20 minutes to present their findings about the organization, details of the KMS blueprint, and a demonstration about the developed component. Divide all the findings, features, and functions among all members. Since individual grades will be assigned, each team member must actively participate in this assessment. **The date of the presentation will be announced later.**

Deadline

Submission of project Related details:

Each group should inform the selected company / organization name, address, contact person, phone numbers and the selected KMS component. (The selected organization may have KMS currently or planning to obtain one.)

On or before Sunday – 4th September 2022

Submission of the Report:

Will be notified later.

Note: Late submission will not be accepted.