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Declaration

We certify that this report does not incorporate without acknowledgement, any material previously submitted for a degree or diploma in any university, and to the best of our knowledge and belief it does not contain any material previously published or written by another person, except where due reference is made in text.

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Abstract

Knowledge management is exceptionally imperative to each organization for doing their work. Conjointly it makes a difference to form way better choices for all workers. Knowledge management is an exertion to extend valuable information within the organization. ways to do this incorporate empowering communication, offering opportunities to memorize, and advancing the sharing of suitable information artifacts. Additionally make the advancement people from that. Adaptability and the capacity to act rapidly is vital for a changing environment. Not as it were that the most objective of information administration is to move forward an organization's productivity and spare information within the company. There are a few components in a knowledge management framework, archive management framework, substance administration framework, inquiry framework, intranet, and extranet within the organization, etc. Those components can accomplish their objective effectively.

The company we have chosen comprises of a document management framework that should be more progressed in a few ways in a way that the company is competent of accomplishing the most elevated objective. This report incorporates a unused and advanced document management framework system that's more reasonable for the company in satisfying trade destinations. The modern system is proposed by analyzing and recognizing the commerce methodology and the KM procedure of the organization.

Acknowledgement

The work portrayed in this report was carried out as our knowledge management smaller than expected venture for the subject Information administration. The completed record is the result of combining all the components of four bunch individuals and the support, bolster and direction given by numerous others.

Hence, it is our duty to precise our appreciation to all who gave us the support to total this project. I am profoundly obligated to our lecturer Mr. Jayantha Amararachchi, for the steady support and back of this project. Moreover, amazingly thankful to Mr. Chanaka Hemachandra manager of commercial bank head office and the staff, who gave and affirmed the authorization.

Table of Contents

Declaration	2
Abstract.....	3
Acknowledgement.....	4
1. Introduction.....	6
1.1 Background details of the company, vision and their business.....	6
1.2 Vision and Mission.....	6
1.3 Objectives of doing this project.....	6
2. Existing infrastructure facilities	7
2.1.Computers, software, networks, etc.....	7
2.2.Current systems including KMS (if any) and processes.....	7
2.3.Advantages of the system.....	8
2.4 Disadvantages of the system.....	8
3. Needed KM infrastructure.....	9
3.1.What are the features of the needed KM infrastructure.?......	9
3.2.What is Explicit / Tacit knowledge.....	10
i. Explicit Knowledge	10
ii. Tacit Knowledge	10
4. CommercialDMS Framework.....	11
4.1 Features.....	11
4.2 Gap.....	12
4.3 Cost-benefit analysis to fill gaps and priorities	12
5. CommercialDMS Blueprint.....	13
6. Conclusion	14
7. Reference List.....	15
8. Appendices.....	16

1. Introduction

1.1 Background details of the company, vision and their business

'Commercial bank of Sri Lanka' encompasses a wealthy history dating back to the pre-independence time. The birth of Com Bank within the 1920s', amid the British colonial period, a time when exchange, commerce and ventures opened up, and flourished. Commercial Bank got to be the only Sri Lankan bank to be positioned among the 'Top 1000 Banks within the World' by the Investor Magazine - UK, sequentially beginning from 2011. Expanding Island wide Commercial Bank has extended its department and ATM organize quickly coming to out to each alcove and corner to gotten to be one of the country's most eminence keeping money administrations, inside simple reach. consent to carry out this venture and for all the support and direction given.



The as it were Sri Lankan bank to be positioned among the Best 1000 banks of the world for six a long time continuously, Commercial Bank works a arrange of 251 branches in Sri Lanka. The Bank has won numerous grants as Sri Lanka's Best Bank, Best Exchange Bank, most grounded Bank, Most Regarded Bank from several neighborhood and worldwide educate.

1.2 Vision and Mission

Vision - To be the Bank of Excellence in Service and Commitments

Mission - To deliver optimum value to:

- Customers
- Employees
- Shareholders and
- the Nation while ensuring good Corporate Governance

1.3 Objectives of doing this project

Management of organizational information for making commerce esteem and creating competitive advantage. Additionally, knowledge management is making competition with other organizations. From that say, all organization is interested to construct great and quality item and administrations. Any organization can utilize information administration, for accomplished great benefit, great items, and administrations, etc., as commerce viewpoints. Not as it were that, if we have a collection of information and information ready to utilize for that, computers as a supporting instrument in data innovation point of view. From this extend, we recognize what is the information administration framework, distinguish the reasonable knowledge management system for the bank.

2. Existing infrastructure facilities

2.1. Computers, software, networks, etc.

The modern office will make strides Commercial Bank working proficiency and give superior physical security, control, cooling, organize network, and generally management. It'll moreover empower a more prominent confirmation of frameworks accessibility and benefit level confirmation.

The company have utilized almost 300 plus generation machines and 100 additionally computers in a daily basis whereas they as it were offer tablets to tall level staff such as Network) and LAN (Local Zone Arrange) are empowered inside the organization to keep the continuous communication all through each handle. The list of the organizations current infrastructure offices are as takes after.

Databases:

- Oracle Database: Store all the online transactions and data warehousing
- Google Drive: Store documents
- Vault: Store documents

Operating System:

- Windows10
- Linux
- Mac OS

Learning platforms for trainings:

- Moodle web Platform

Hardware:

- ATM machines (Cash Deposit & Withdrawal' machines in stages within its 300 strong branch networks.)

Platforms: (Since the pandemic situation)

- MS Teams
- Zoom

2.2. Current systems including KMS (if any) and processes

As of now, Commercial Bank employments a document management framework that too serves as a knowledge management framework. Email has been utilized by inside groups and the company for a few a long time, and it could be a substance based inactive web wiki and vault for inside utilize. Be that as it may, the content alters get to have been limited to a single representative. To re coordinate the reports to the website they have utilized two capacity overseeing alternatives such as:

To manage documents their main source is email sharing using outlook. And account related hard copies are submitting via the system.

- Vault - Secure, store and firmly control get to tokens, passwords, certificates, encryption keys for securing insider facts and other delicate information employing a UI, CLI, or HTTP API.
- Google Drive - Store, share, and collaborate on records and organizers from any versatile gadget, tablet, or computer
- Microsoft OneDrive -Internal purposes

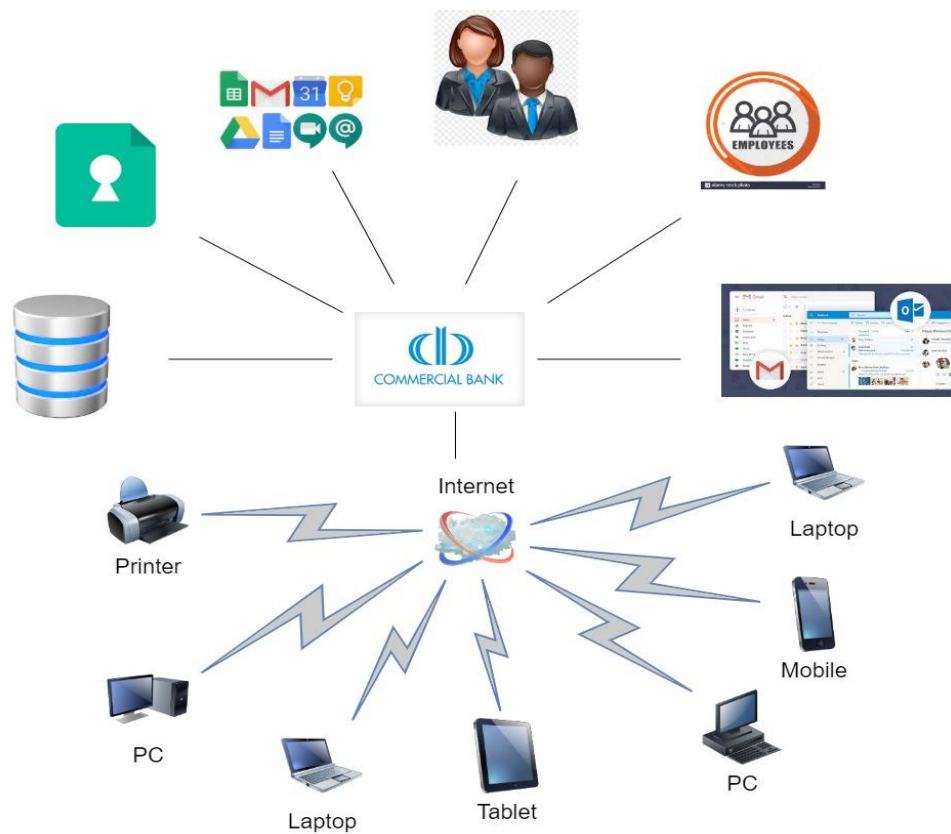


Figure 2.2.1 Existing System

2.3. Advantages of the system

- End-to-end encrypted
- High-capacity storage
- Formatting files

2.4 Disadvantages of the system

- Lack of versioning the details
- Accounts experimentation will happen
- Very slow

3. Needed KM infrastructure

3.1. What are the features of the needed KM infrastructure.?

- Create a good connection across the Bank Members

This dodges the excess exertion portrayed over by overseeing information appropriately. For illustration, an account official features a profoundly effective demo — chargeability permits other AEs to see what they're doing and use that 'secret sauce'. They can rapidly recover information that covers best hones and supportive tips to imitate the same victory. The benefits here are investment funds in time and cash, but too progressed execution.

- Promote innovation and process improvements

The time saved from reinventing the wheel can then be used to improve it. If teams aren't moving forward, they'll surely fall behind. Shareability promotes innovation by allowing others to build on ideas and make them better. This often translates to more efficient processes, new products or processes, and a more effective team overall.

- Decrease knowledge loss

Organizations depend on worker information to keep their trade running and keep their clients upbeat. When information isn't shared, it gets to be siloed and a more prominent reliance is put on the individual who 'owns' that information. A top-notch information administration framework encourages shareability of a company's basic information and disposes of the chance of that information being misplaced.

- Create a bridge for the trainers with the existing employees

When employees resign and take their encounters and information with them, there's beyond any doubt to be a crevice. Shareability can bridge this hole by giving proceeded get to key forms within the information base or information administration framework. When the time comes to at that point prepare a unused enlist, they can center on the 1:1 time with the master since the key how-tops are as of now archived. This moreover decreases the generally disturbance to your trade and clients.

3.2. What is Explicit / Tacit knowledge

i. Explicit Knowledge

One of the most concepts in knowledge management is unequivocal knowledge, which alludes to knowledge that's straightforward to describe, document, and share. In other words, you have got explicit knowledge if you have got information that can be handled, put away, organized, and translated. This type of data can be found in books, databases, procedure manuals, and how-to recordings, among other places. A showcase inquiry about report incorporating patterns, shopper behavior, and competitor analyses, for case, could be an important shape of unequivocal information that can assist you distinguish new opportunities.

ii. Tacit Knowledge

Implied information, as restricted to unequivocal information that can be effectively codified and communicated, is one's claim, experiential, and natural understanding. Inferred information is a competitive advantage and basic to an organization's victory. As a result, overseeing tacit knowledge may be a basic work out that businesses ought to lock in in day by day to make strides overall performance and development. Representatives will have got to the suitable assets and information inside the organization, permitting them to be more proficient and profitable. Tactic information, not at all like express information, is difficult to bring to the individual's immediate awareness.

4. CommercialDMS Framework

After distinguishing the information administration needs of the bank, we have identified that the most excellent solution that we are able offer may be a combination that incorporates a document administration framework and a substance administration framework that will help employees to upgrade their information.

A total and fruitful knowledge management system ought to be coordinates with the aspects like forms, advances, and administration. So that it can guarantee that there are no crevices between the framework and the data stream. By considering all these factors our group was able to create the introductory component of an Information Administration framework which is a Document Management Framework. CommercialDMS makes a difference its workers to ease their work while being able to memorize what they ought to be mindful inside their fingertips.

CommercialDMS completely useful web application which is additionally versatile responsive so that the representatives can log into to the framework indeed with their versatile gadgets to oversee documents. Push notices are empowered to keep the client up to date of any changes to reports or activities. The generation group individuals will get speedy alarms on the dashboard as will be portrayed using a chime symbol on the best route bar. The other most vital work is the sifting option which makes a difference the client to drive through the documents and discover the foremost fitting information. As a fact of efficiency this application has the capacity to make record inside the application and to alter when required.

4.1 Features

1. Security

It ought to advance security as a Report management Framework. Admin can always guarantee the security of each organizational archive by executing more sophisticated methods of client get to control and verification.

2. Security

Users can store files safely and can access files from the user's computer, phone, or tablet. Not only that, if users want to edit their files, then they can do it through their own accounts.

3. Cloud base storage

User can upload, edit, and delete the documents. Existing documents will store.

4. Permission

One of the highlights that improves the quality of a Report administration framework is the capacity to allow other clients to get to touchy archives and alter their information, such as erasing data, through chairmen. This makes a difference keep the information secure.

5. Search Feature

It is often a really critical portion of making a Document management framework. When a client searches for significant information in this framework, it ought to return the specified result in a brief period.

6. Content complication

The proposed arrangement gives implication-complication from inner and external sources and store it helpfully

4.2 Gap

When we analyze the existing foundation and assets, we were able to decide that even though there were numerous ponder materials and specialists within the organization there were not any proper information dispersion prepare. With the proposed framework organization can gain benefits like spare information in reproducing information, Proficient capacity utilization, Simple access to information, Simple for unused workers to prepare, dispense with dreary botches and execute the steam line handle. This will help the organization to realize it objectives in a more proficient and effective way. Lack of communication between the employees and the customers it is also a issue that is facing lack of a proper document management system.

4.3 Cost-benefit analysis to fill gaps and priorities

Cost-benefit analysis to fill gaps and priorities			
Category	Item	Quantity	Price
Hardware and Services	User Workstations	7	300000
	Server Systems	7	260000
	Network Printers	2	150000
	Cable Installation	2	100000
	Sofyware Licences	1	500000
System Training	System Overview	10	200000
	Software	10	300000
	Tools	15	250000
Total			2060000

5. CommercialDMS Blueprint

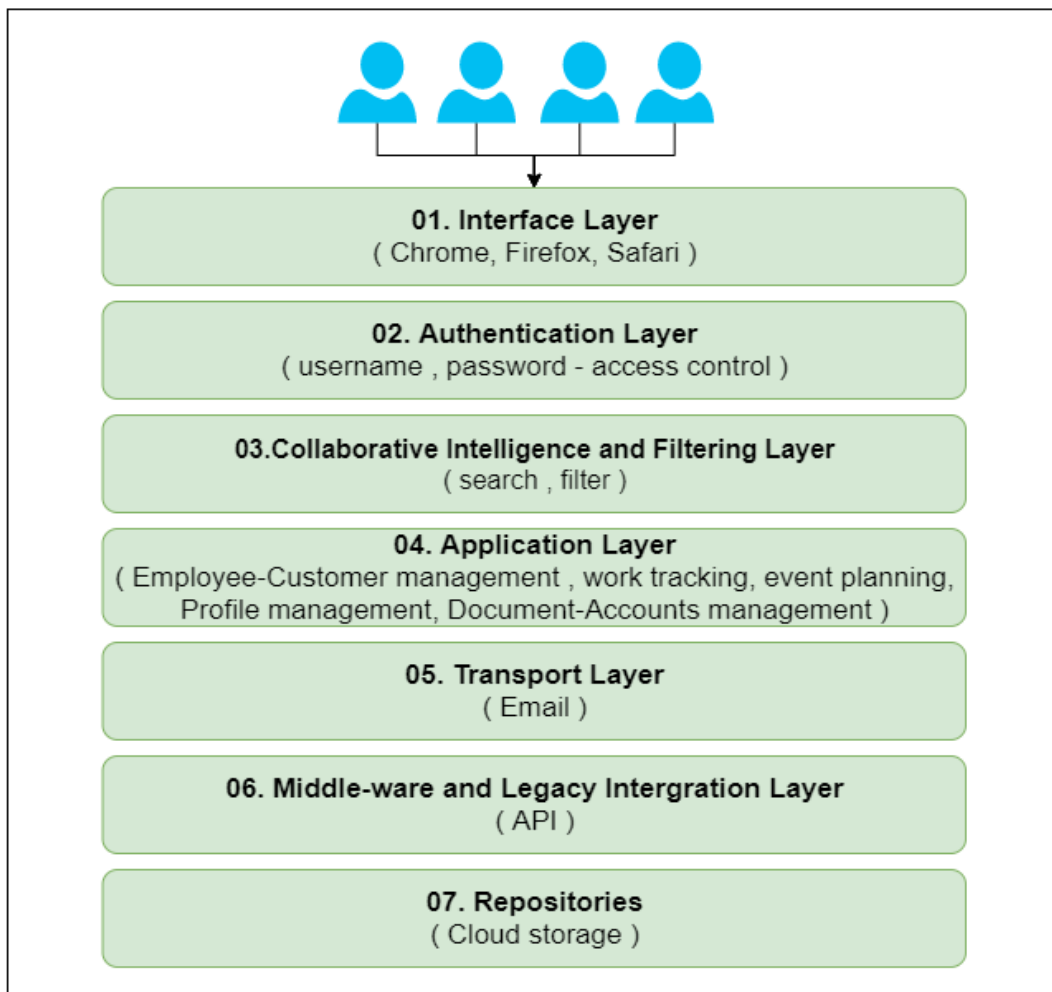


Figure 5.1 Blueprint of the CommercialDMS

6. Conclusion

As a bank they require of a information administration apparatus is very basic. When we analyzed the necessities, we caught on that with the existing resource the company has not executed any kind of information administration framework even though it had so numerous assets and materials. Utilizing all existing assets, we were able to recognize a best solution which could be a combination of a record administration framework and a content administration framework. Collecting, integrating, organizing, and sharing existing knowledge was challenging because it took impressive sum of time. Uncommonly, collecting explicit information from specialists and changing over implied information had to be done carefully minimizing information mush as conceivable.

7. Reference List

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8. Appendices

Interfaces

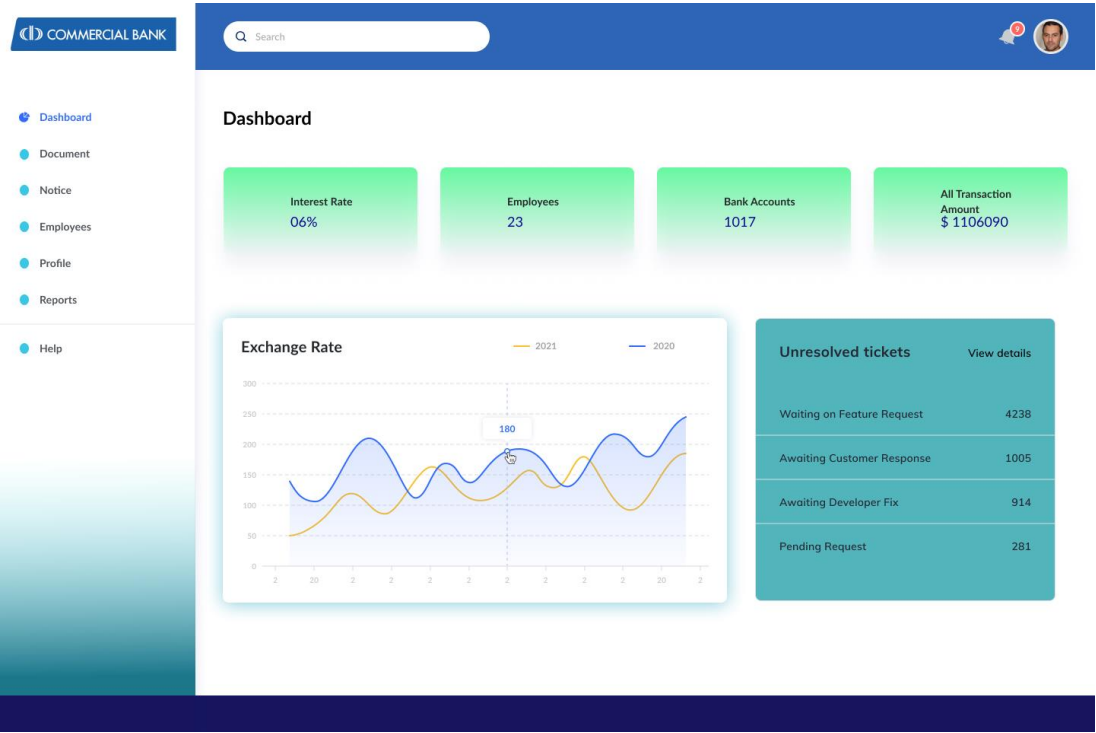


Figure 8.1: Admin dashboard

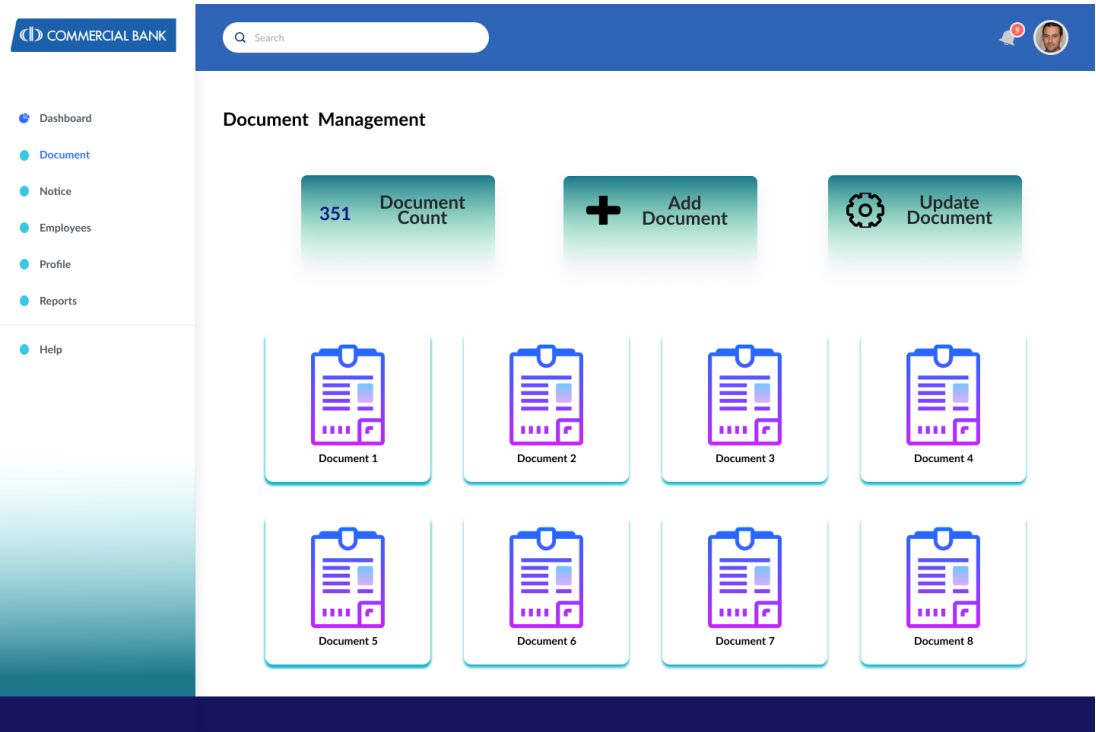


Figure 8.2: Document management page

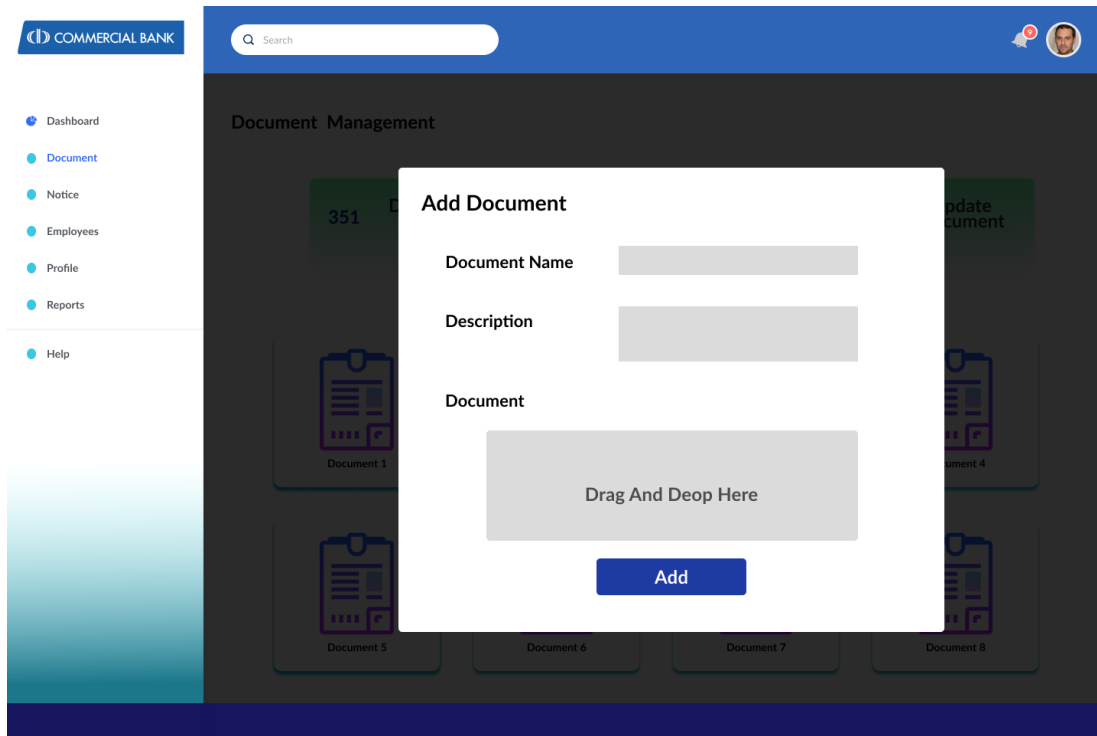


Figure 8.3: Add document page

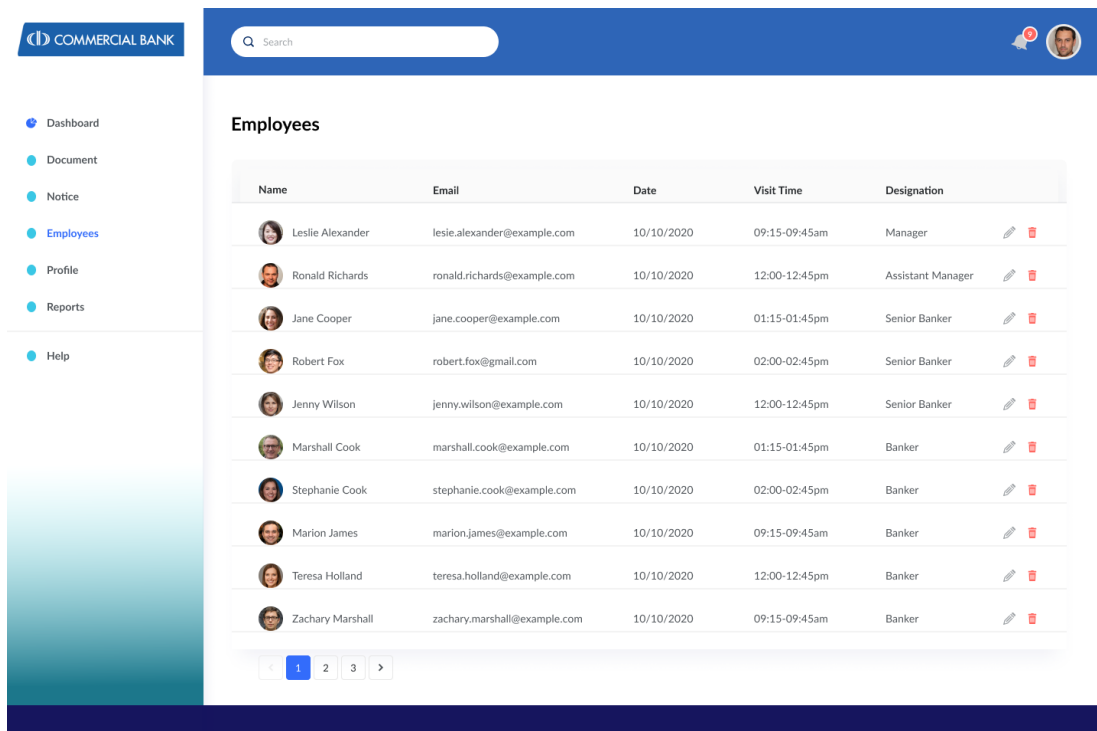




Figure 8.4: Employees Page


COMMERCIAL BANK

Sign InSign Up

Sign Up

Name

E-Mail

Password


Create Account


Figure 8.5: Sign up page

COMMERCIAL BANK

Sign InSign Up

Sign In

E-Mail

Password

Sign In

Figure 8.6: Sign in page

Questionnaire

1. What is the process for gathering data from the commercial bank?
2. Explain the currently available system with its structure and the performance?
3. What are the issues that you faced in the current system?
4. What are the mechanisms used to improve the relation between the bank and the customers?
5. How do you share your data with provincial banks?
6. What are the parts that need to be developed in the current system?
7. What is the organization's Vision and mission?
8. What is the importance of document management system?
9. What are the services offer from the bank to customers?
10. Is there a KM system and information database system?
11. Does the bank already have a document management system?
12. What strategies or procedures do you currently use for knowledge sharing and data exchange?