



ukgovcamp

Session: 2

Room: Committee Room 6A

Session title : Creating a knowledge hub for your legacy with or without AI

Session leader : Shaddha Chavan

Volunteer to continue conversation after : Shaddha Chavan

Notes taken by : Vijay Luthra

Notes

Shaddha works for the UK Hydrographic Office as a Test Manager. Shaddha hasn't worked in UK gov before. She has identified an issue with legacy applications e.g. for test case management, such as Microsoft Test Manager.

Lots of contractors hired to do technical documentation. These are critical business processes which often aren't documented with sufficient detail and there is often duplication.

How do we capture knowledge before people leave and leverage existing documentation in existing legacy systems.

The issue is single point of failures. Lack of resilience in teams, creates bottlenecks and higher risk of failure.

How do create repositories of knowledge where people can independently seek answers?

How do we make information available that isn't written down and is in peoples' heads.

Want to close the gap between end users/customers. Information not always available but also not always good quality.

Recently rolled out Co-Pilot.

Potential for use of AI tools to support knowledge sharing. Could use an LLM to focus on one application.

Is there an AI library application already in existence?