

Soar Technology – Knowledge Management System (KMS)

A system that will capture information and make it accessible to the staff in the form of meaningful knowledge. This project will consist of various systems and new organizational processes to manage the influx and utilization of information.

Goals

- Intelligently manage the discovery, generation, codification, dissemination, and utilization of explicit information
- Capture implicit knowledge and expertise that exists within individuals
- Provide a meaningful and usable way to access this accrued knowledge

How do we accomplish these goals?

- Technology must support, not supercede face-to-face human interactions.
- *Informat*e as well as automate information tasks.
- Embed KM tasks into everyday workflow.
- Provide a one-stop portal for all information tasks within the organization.

Design Process

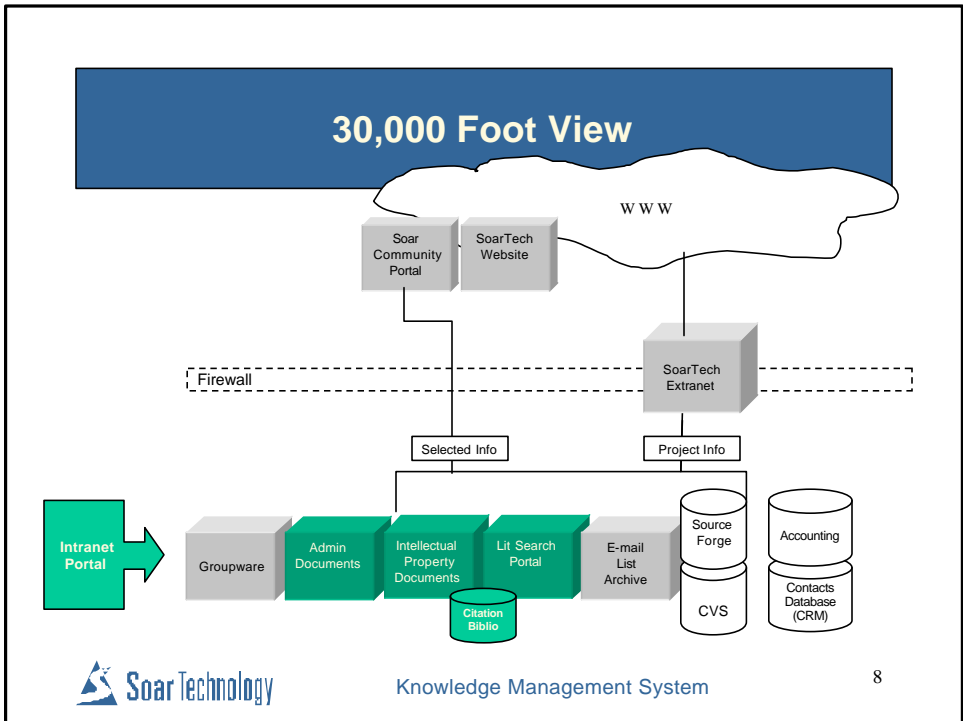
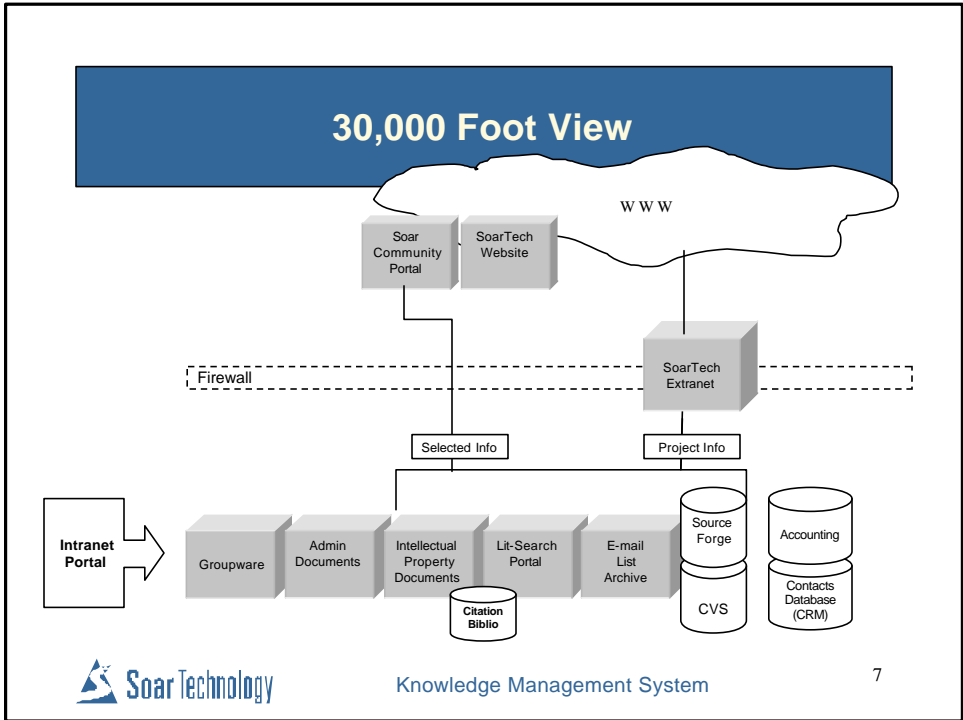
- Interview staff member and identify problem areas in information usage.
- Identify key system components.
- Audit existing tools and resources.
- Select tools and define processes to address problem areas.
- Create an information architecture that integrates solutions into a unified system.
- Obtain, customize, and implement tools within information architecture.
- Develop a system for annotating information with unique staff knowledge.
- Create an ontology to classify the knowledge contained within the system.

Design Process cont'd

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System Components

- Intellectual property, admin document, and tools repositories
- Source code repository (CVS and Sourceforge)
- Literature search portal
- Reference citation bibliography
- Email discussion subscriptions and archives
- Groupware (Shared calendars and instant messaging)
- Client relationship management (CRM) system
- Accounting Database
- Project extranets
- Public website and Soar Community web portal



Intranet Portal

- Intranet Portal Prototype
 - [Design Sketches](#)

Document Repository

- Prototypes
 - [Web-based document management](#) [internal]
 - [Searchable index](#) [internal]
 - [Design Sketches](#)

Literature Search Portal

- Prototypes
 - [Design Sketches](#)
 - [Citation Reference Database](#) [internal]
 - [WIKI test](#) [internal]

Short-term Goals

- Integrated intranet portal
- Document Repository and Literature search component
- Re-work Sourceforge to better fit software development processes
- [Define qualitative and quantitative success metrics and run periodic checks](#)

Medium-term Goals

- Client Relationship Management
- Proposal writing process and document management

Long-term Goals

- Develop an “semantic web” for internal resources
- Develop a Soar Community Portal
- Introduce enterprise-level accounting, job tracking, and financial reporting software