



27a – Knowledge Management System

Action Item Template Response

General Action Item Information

Lead Division/Office: Communication and Support

Action Item Number: 27a

Action Item Short Name: Knowledge Management System

Dependencies with other EP Action Items:

Implementation leader (name & email): Sue Perin (sperin@indiana.edu)

I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

Early in 2010, IU in partnership with the University of Hawaii, was approved to develop a new Knowledge Management System (KMS) as a Kualii IT Support incubator initiative. The KMS will be hosted on IU's Intelligent Infrastructure and will modernize and extend IU's existing KB capabilities using new paradigms. The KMS is the foundation of modern support organizations and is the primary building block for a larger set of support projects potentially including ticketing systems, online software distribution systems, network configuration systems, IT systems status notifications, IT facility management, service desk ticketing and integration, and network access management.

The first phase of this project will focus on building a Knowledge Management System that uses IU's Knowledge Base as a foundation and adds collaboration features to enable other institutions of higher education to share code and content. IU's Knowledge Base currently includes 15,500 documents supporting 100 distinct IT-related services and is accessed via the Web 17.7 million times a year or once every 1.8 seconds.

One of the most useful portions of a KMS is the ability to create and maintain documents in a single repository and use them in multiple places. Through web services technology, these documents can be used in class materials, online application help systems, online tutorials, step-by-step support tools, newsletters, IT notices, RSS feeds, and more. The beauty is that the information is maintained in one place, additions or changes are made once, and the content automatically populates as many places as designated, leveraging the information to serve innumerable audiences and purposes.

For the organization's support mission, such a KMS must:

- Enable and enhance collaboration among information providers, managers, and consumers.
- Allow for knowledge capture during support problem solving.
- Provide for flexible management of content through a logical lifecycle from creation through archiving.
- Serve as a repository for rich, modular content that can be reused and delivered via many interfaces.
- Deliver insight into how the content is being consumed and used, continually informing its management.
- Provide the potential for meeting the best-practice needs of knowledge management (e.g., security, access, revision control).

The KMS must allow individual users to:

- Search for information quickly and effectively, using rich metadata that surround content components.
- Understand information's relevance and authority by informing consumers of the level of confidence one can have in pieces of information (e.g., whether vetted or user contributed), allowing determination of what is credible.
- Contribute content, ranging from text to rich media, 24/7, with a seamless, intuitive, porous interface that leverages other resources on the Internet.

The system itself is not the solution, but the KMS will allow organizations to implement best practices. Just as having a designer kitchen does not make one a gourmet cook, the technology using XML and DITA provides the means, but the organization's values, culture, and processes are essential to success. The academic environment, with its innate culture of sharing, is exceptionally suited to such an endeavor.

II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?

- Many IU schools and departments rely on the KB for dissemination of information about their IT-related services. The KB team will work with their contacts in the schools and departments to ensure information specific to a department's needs is continuously accessible and up-to-date.
- If new tools for editing and consuming KB information are made available, appropriate educational materials will need to be developed and delivered.
- The new KB will be capable of delivering images, audio, video, podcasts, links to other support options, etc., but not all KB content is owned by Communication and Support. Procedures will need to be developed for assessing and maintaining content certitude.

III. IDENTIFY STAKEHOLDERS.

- Learning Technologies
- Enterprise Software
- Communication and Support
- Research Technologies

- IU grant writers and researchers
- All IU departments and schools with information in the current Knowledge Base
- External partners - TeraGrid, Future Grid, Sakai, Quali
- Open Source Community
- Students, Faculty and staff on all campuses
- Anyone who accesses the IU KB from anywhere in the world