

## Data Management System Design for a Technological NGO

The Public Knowledge Workshop  
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The "Public Knowledge Workshop" is an NGO registered in Israel made up of a community of volunteers with the purpose of increasing public awareness and participation in Israel's political and social decision making. The community of 300 activists develops technological tools, mainly online websites, in order to empower civil society and public representatives.

The practicum intended to assist the NGO staff to establish an informational and data managing tool for ongoing activities. Designing and accommodating such a system must take into consideration a multiplicity of organizational needs and goals, the dynamic character of the community, the open source ideology and its practical implications.

The practicum was conducted as a process that combined the analysis of relevant actors and characteristics of organizational knowledge, the current organizational data situation, creating an array of considerations for alternatives examination, specializing in online training in a familiar system and review and practice of existing alternatives.

At the end of this process the "CiviCRM" system, an open source customer relation management system, was selected as the most suitable solution to meet the needs of the organization.