

Share Point -based knowledge management systems for the College Information Center

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The aim of the project is to improve processes in the Information center by introducing a knowledge management system, which will concentrate all the data from the already existing system in use in the college into one master system for use by telephone receptionists. The receptionists currently work with several parallel systems, complicating the process of obtaining and sharing available information.

In order to characterize a knowledge management system, it is first necessary to study its work processes. Two main processes were selected: Making an application to the information center; Campaign and open day processes. The analysis was conducted using relevant aspects from Academic literature, and with the help of the IT department. The final product is a knowledge management system accessed from the college's portal - Share Point. The system will serve both as a useful repository of information and it will integrate the wiki tool "Brau-da", where the telephone receptionists will be able to type a word or question in free text and get relevant results.

The system will contribute to the college by reducing work-time, increasing the satisfaction of the receptionists, providing reliable information for those interested and eventually contributing to a rise in the amount of potential applicants.

This project contributes by increasing awareness of the importance of the availability and flow of information in organizations. My personal contribution is understanding the intrinsic communication problems in the college, which might promote similar knowledge projects in the future.