

## **Characterization and establishment of a professional information portal for employees in an organization**

4Cast Company

Inbal Neuman Srolowitz

Guided by: Dr. Ruth Ash

"4Cast" company specializes in characterization and development of decision support systems and artificial intelligence. Its products support decision-making processes and integrate a wide range of applications that enhance employee capabilities, performance, and preparedness for emergencies. The company's employees are involved in a wide variety of projects, in various locations and without daily contact with the organization or staff to which they belong. Employees have a wide range of years of seniority and professional experience, and the nature of the company's decentralized work places the employees alone with their customers, requiring them to demonstrate independence, professionalism and adherence to quality standards.

The company's characteristics and the nature of its work indicate the need to improve the ability to retain professional knowledge, to create a mechanism for making knowledge accessible to employees, to enrich the professional knowledge, in accordance with professional standards and conventions in industry, and to extract tacit knowledge from experienced Employees.

The work included two main efforts: one dealt with the collection and mapping the professional knowledge and organizing it. The second effort dealt with the platform on which the knowledge of employees will be based on, which included characterization of needs, examination of platforms and pilot run.

The final product was developed on Wix infrastructure for site development and provides a solution to all needs arose from characterizing the solution. The product was presented to the company's managers, and a pilot was successfully conducted.

The work contributes the company and the Information and Knowledge Management by providing an infrastructure for preserving and sharing knowledge in the company, thereby enhancing the capabilities of the company's employees according to the organization's expectations and demands.