

Characterization of needs and establishment of a management information and knowledge system

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The External Studies Unit of the Haifa University operates in a competitive market within which information and knowledge are critical. The goal of the project is to optimize the value of information and knowledge existing in the organization.

The Unit, established in 1974, provides professional skills in various topics. Since, a huge amount of heterogeneous information was accumulated and stored on different platforms without an interface between them. Therefore, the problems of accessibility and availability of information.

The work process included locating and organizing sources of information and knowledge, standardizing data, learning the Google Form and Power BI applications, creating forms, planning and establishing a BI system according to organizations needs.

The final product is an integrative BI system which simplifies and streamlines work processes by concentrating information from various sources into one knowledge pool and enables mining of distributed data and its presentation in a comprehensive and qualitative manner with new insights to employees and decision makers.

My conclusion shows a need for single technological system that incorporates all the organizational knowledge to streamline the work, strengthen culture of knowledge sharing and decision making in real time.

The contribution to the Unit and the field is by transforming data into information, knowledge and insights through standardized, organized retrieved an analyzed data.

The practicum enabled implementation of theories within a complex process of reorganization of information and organizational knowledge and learning assistive integrative technology.

I recommend to integrate relevant University applications into BI system and update the system according to changes of the organization and new technological.