

Analysis, design and characterization of information and knowledge management systems

The Alasala Association

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The project takes place in the field of organizational knowledge management at Al-Asala, which manages and operates various educational and community programs and projects. The organization also operates a Daycare Center. The organization receives and recruits workers manually and records the activities in two ways, manual and part of the Excel files, which causes Disorder and difficulty tracking the processes. The goal of the study was to provide the organization with a system solution that would answer the need for information management and the need to monitor the various transactions that are taking place in the organization.

The work was carried out in four stages. The first was the study of the existing situation in order to understand the needs of the organization and to identify the problems. In the second stage, an initial characterization of the system was performed. In the third stage we understood the functions in the organization. The fourth and final stage was the design stage of the system.

The final product was a mockup made by the axure software for visual representation of the organizational knowledge management system. This process enables us to draw some conclusions, organizations that wish to manage the information they have to monitor the errors that fall and to provide easy and quick access to information. The efficiency of the processes begins with a thorough understanding of them. This study gives an overview of the process of creating information and knowledge management tools in organizations, that can be used for future research in the field.