

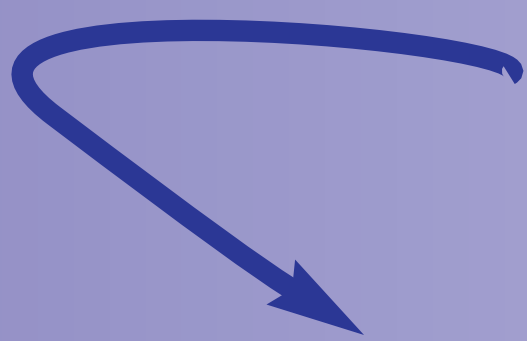
# the PROBLEM

- 80% of IPRO STUDENTS TURNOVER EVERY SEMESTER
- 50% of IPRO PROJECTS CONTINUE ACROSS SEMESTERS
- ON AVERAGE OVER 1000HRS OF WORK PER SEMESTER IN IPRO TEAMS

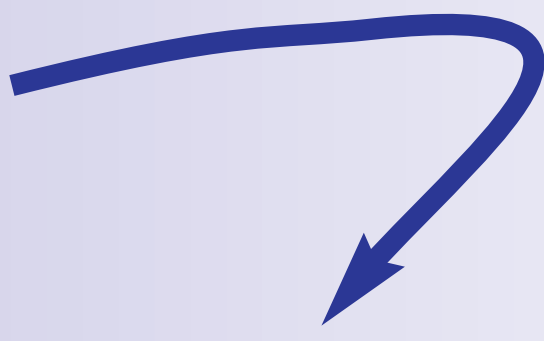
How do we CAPTURE AND TRANSFER KNOWLEDGE FROM SEMESTER TO SEMESTER?

# the SOLUTIONS

WHEN	SOLUTION	DESCRIPTION	PROS	CONS
Prior to Fall '03	Binders	Print all deliverables; maintain hardcopies in binders	<ul style="list-style-type: none"><li>- Process is simple.</li><li>- Built-in quality checks</li></ul>	<ul style="list-style-type: none"><li>- Massive storage required</li><li>- Difficulty retrieving info</li><li>- Difficulty utilizing info</li></ul>
Fall '03 - cont.	CDs	Copy all files to CD and maintain in files in IPRO office	<ul style="list-style-type: none"><li>- Electronic media</li><li>- Compact storage</li><li>- Zero degradation</li></ul>	<ul style="list-style-type: none"><li>- Difficulty retrieving info</li><li>- Quality check required</li></ul>
Fall '05 - Spr '06	iKNOW	Electronic solution. Files uploaded and maintained on a server.	<ul style="list-style-type: none"><li>- Electronic files</li><li>- Easy retrieval</li><li>- Easy utilization</li></ul>	<ul style="list-style-type: none"><li>- Quality check required</li><li>- Only final deliverables maintained</li><li>- Compliance issues</li></ul>



## OUR SOLUTION iKNOW IMPLEMENTATION



Spring '06	iKNOW &iGroups	Electronic solutions. Final files & semester progress cataloged on server. Facilitates team communications.	<ul style="list-style-type: none"><li>- Electronic files</li><li>- Easy retrieval</li><li>- Cumulative &amp; final deliverables maintained</li><li>- All communications and files collected at a single location</li></ul>	<ul style="list-style-type: none"><li>- Quality check required</li><li>- Compliance issues</li><li>- Learning curve</li></ul>
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# the CHALLENGES Spring 2006

IMPLEMENTATION	TECHNOLOGY
<ul style="list-style-type: none"><li>- Developing a KM mindset (resistance to change)</li></ul>	<ul style="list-style-type: none"><li>- Fine tuning iGroups &amp; iKNOW</li></ul>
<ul style="list-style-type: none"><li>- Training IPRO teams</li></ul>	<ul style="list-style-type: none"><li>- Improved searching</li></ul>
<ul style="list-style-type: none"><li>- Getting buy-in from IPRO teams</li></ul>	<ul style="list-style-type: none"><li>- Usability of iKNOW system</li></ul>

WHAT IS KNOWLEDGE MANAGEMENT ?



# IPRO 338

## Implementing & Commercializing

## IPRO Knowledge Management Tools

### WHAT IS KNOWLEDGE MANAGEMENT

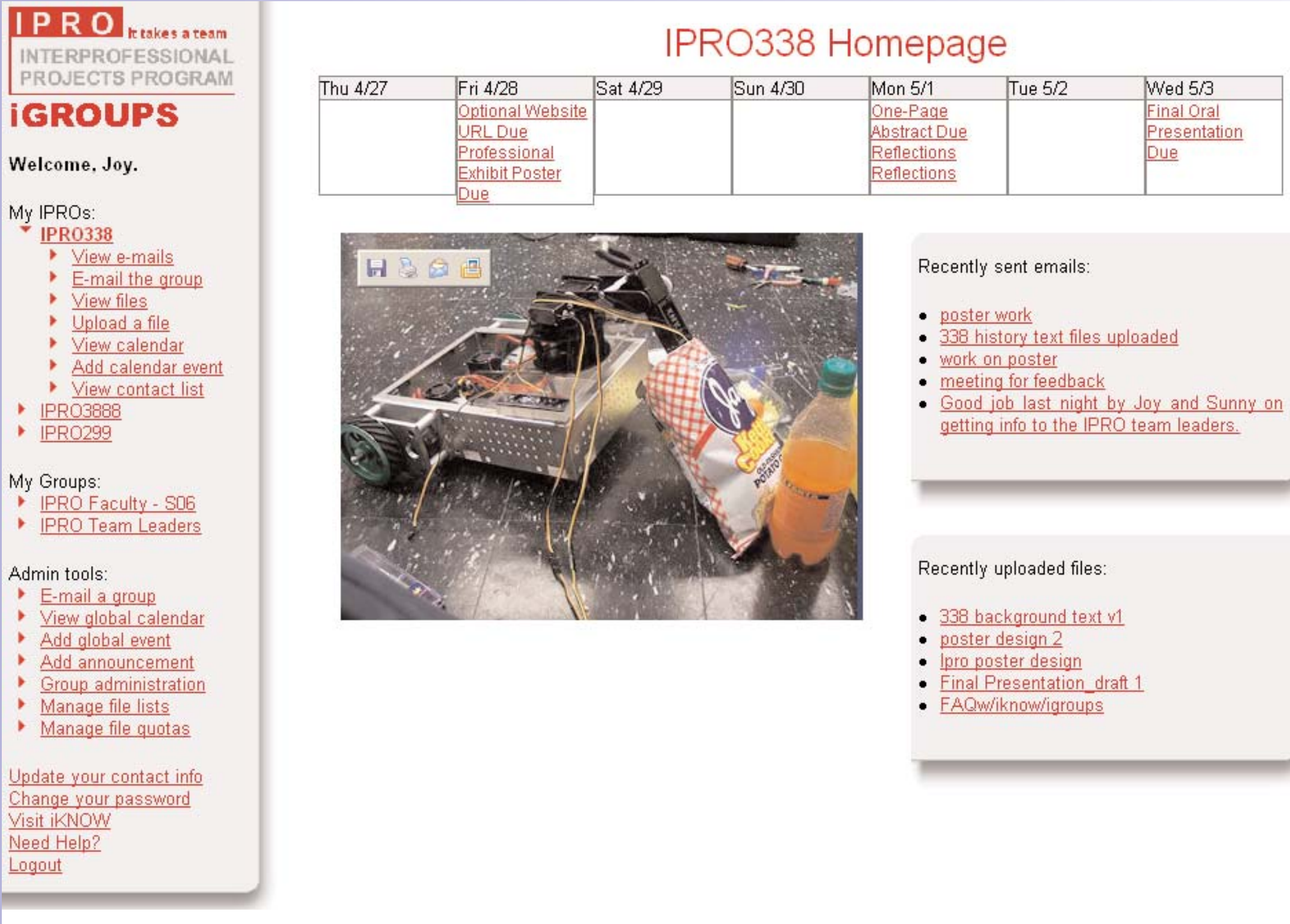
An approach to improving outcomes & learning by implementing specific processes and practices:

- for identifying and capturing knowledge, know-how, expertise and other intellectual capital
- for making these assets available for transfer and reuse across the organization and over time

### iGroups is KNOWLEDGE MANAGEMENT

Allows IPRO teams to

- conduct all communication and collaboration activities
- send/receive email
- store/retrieve files,
- access/update calendars
- view a complete history of the team’s communications

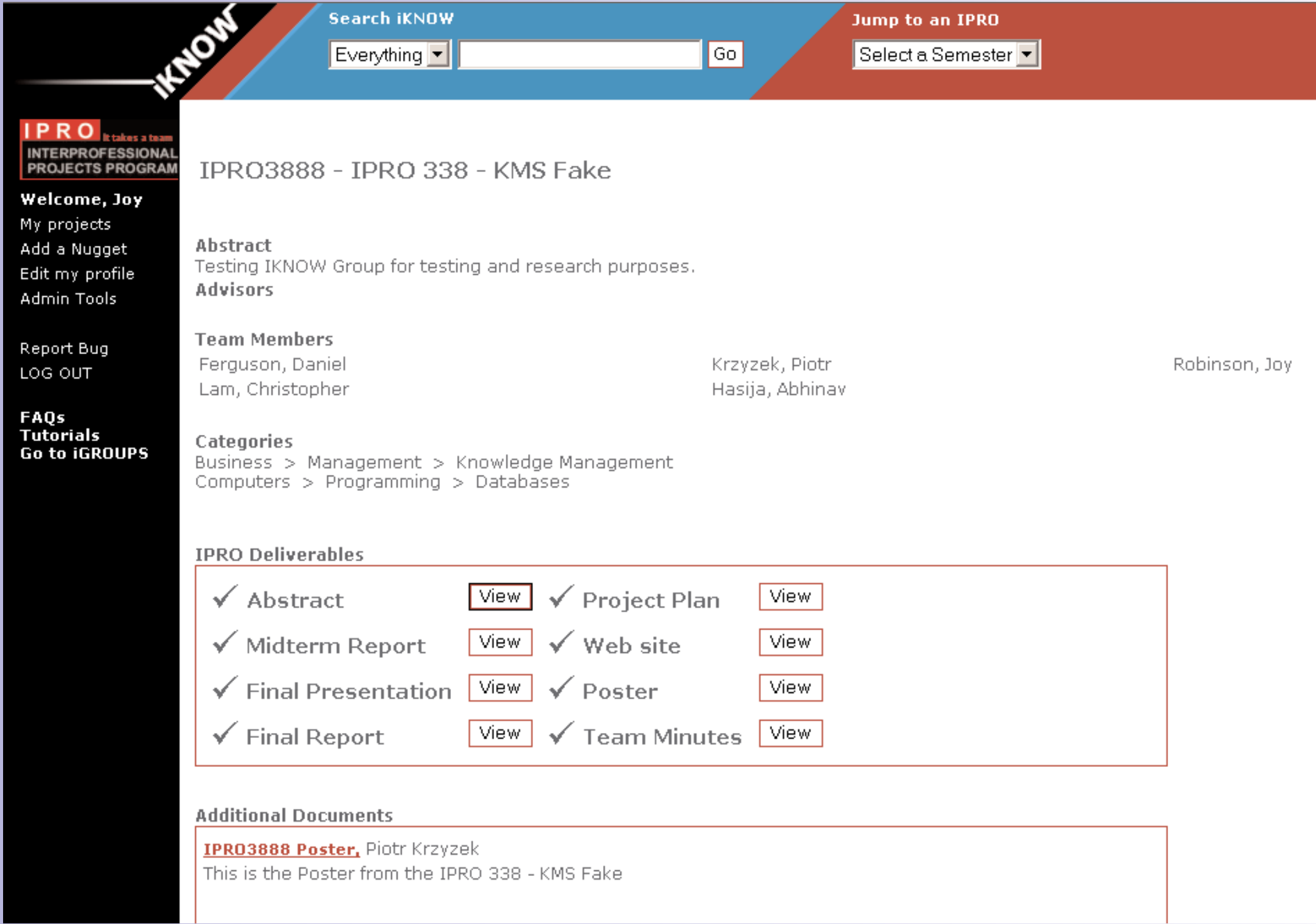


### iKNOW is KNOWLEDGE MANAGEMENT

Allows IPRO teams to

- maintain an electronic history a team’s work
- preserve all important files & documents

Have a smooth transition of teams from semester to semester by capturing & storing data in one location facilitating sharing and future utilization





# IPRO 338 iKNOW RESULTS AND ACCOMPLISHMENTS

- % of the 36 IPRO teams successfully completed iKNOW uploads
- CD/DVDs deliverables collected from teams
- % of the 34 IPRO teams successfully uploaded from Fall 05
- Quality checks performed on ALL iKNOW deliverables
- Certificate process implemented to verify iKNOW compliance by IPRO day
- Implemented help functionality: 5 training videos, context sensitive, FAQs
- New search engine implemented improving search functionality
- Webservice implemented in preparation for iKNOW 2.0/3.0



## iGroups is TEAM COMMUNICATIONS

### 75% OF THE TEAMS UTILIZE iGROUPS

Usability testing has indicated the reasons why IPRO teams are using iGROUPS:

- Team Email functionality
- Single locations for files
- Group administration tools
- Repository of IPRO information and requirements

### iGROUPS USAGE STATISTICS

Data from week14	Total	Average*
Email	1817	62
Files	2827	97
Folders	494	17
Categories	100	4
Events	221	8

\* Average of teams utilizing iGROUPS

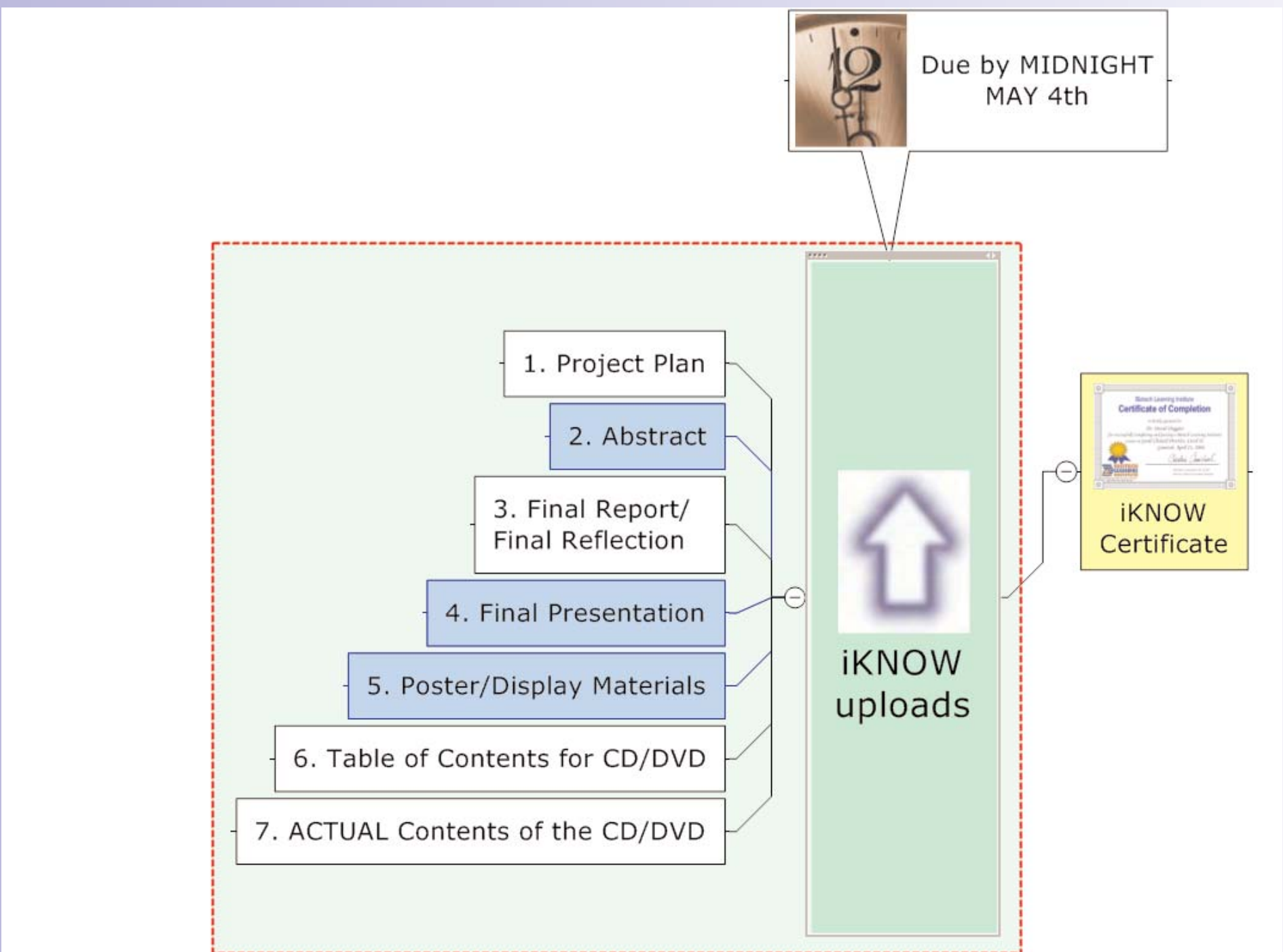


## iKNOW is KNOWLEDGE MANAGEMENT

### % OF THE TEAMS UTILIZE iKNOW

Usability testing has indicated the reasons why IPRO teams use iKNOW:

- Incentive program
- Certificate system
- Training



## KNOWLEDGE MANAGEMENT the FUTURE

INTEGRATION OF iKNOW AND iGROUPS  
&  
ALL IPRO TEAMS USING iKNOW

