



**IPRO 338: The IPRO Knowledge Management System
Improving the Effectiveness of IPRO Teams**

IPRO Real-World Issues

- Knowledge Carryover
 - 80% “attrition” rate of students across semesters
 - Transfer of knowledge across semesters paper based
- Lack of Process Knowledge
 - How to carry out project tasks?
 - Who has required expert knowledge?

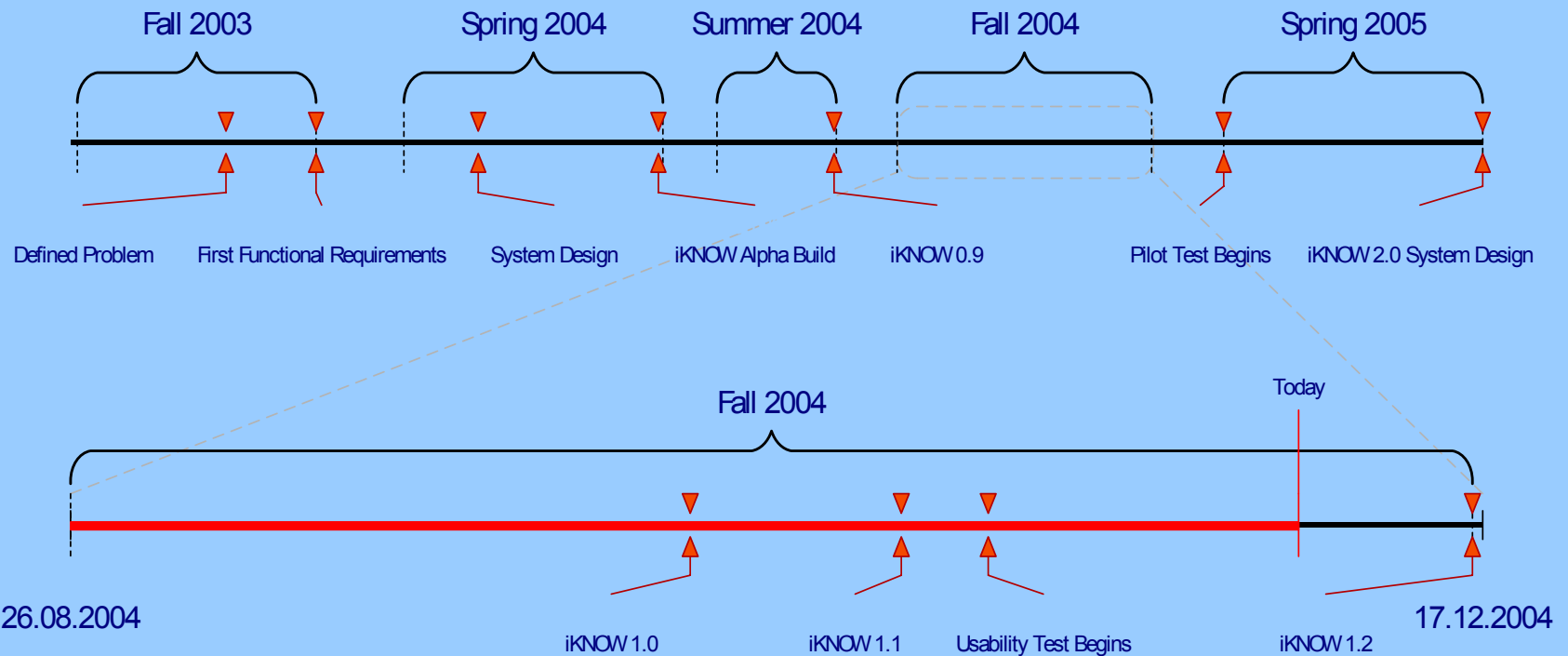
What Do IPRO Teams Need?

Introducing iKNOW



- Retrieve information from previous IPROs
- Find Experts to help you in your IPRO tasks
- Learn Processes Required by your IPRO work

IPRO 338 History



iKNOW v1.1

- Completed First Working Version of iKNOW
- Fall 2004 Progress
 - v1.0
 - Corrected known bugs
 - Completed functional requirements
 - v1.1
 - Installed full text search via Advanced Information Retrieval Engine (AIRE)
 - Provided by IIT Information Retrieval Laboratory
 - Documentation
 - Started User Manual
 - Completed Developer Manual

iKNOW v1.1

- iKNOW Features
 - Insertion of documents and descriptive information
 - Full-text search
 - Browsing of experts
 - Snapshots of IPRO projects
- Demo: [iKNOW v1.1](#)

iKNOW v1.1

- Testing of v1.1
 - Functional
 - **Does the software do what we want it to?**
 - Team performed tests on all iKNOW system functions
 - 20 bugs found and fixed
 - Performance
 - **How many people can the system handle?**
 - System handled 40 simultaneous users without fault
 - Usability
 - **Will people be able to actually use the system?**
 - Tests were performed on five subjects to show the usability of the system

Rolling Out iKNOW

- Why spend so much time on roll-out?
 - iKNOW will be of little use if no one uses it
 - Requires high quality system that people will want to use
- Building IPRO Knowledge Base
 - High quality database
 - Extensive document storage
- Implementing Marketing Program for iKNOW
 - Advertisements
 - Email, Radio, Posters, etc.
 - Training
 - IPRO briefings, user manual, instructional websites

Developing iKNOW v1.2/2.0

- Objectives for Building v1.2
 - Make the system easier to use
 - User interface modifications
 - Enhanced search
 - Provide access to process knowledge
 - Personal Pro self-help websites viewable within iKNOW
 - Provide additional administrative functionality
 - Interface for importing data from Project Reporting System
 - Event logging
- Work for v2.0
 - Identification of potential software requirements
 - Requirement selection and prioritization

Improving Process Knowledge

- What is Process Knowledge?
- Who has it?
- Promoting Process Knowledge
- Managing Process Knowledge with PersonalPro
 - Create self-help websites with Topiary Communications software

Improving Process Knowledge

- Self-help website using PersonalPro
 - Collaboration with IPRO 339
 - Teamwork content
 - Framing
 - Teamwork self-help website within iKNOW
- Demo: [Teamwork self-help website](#)

An Interprofessional Project

- Technology is not the focus
- Interdisciplinary issues:
 - Change management
 - Advertising
 - Training
 - Administration
- Why move forward?

Challenges for the Future

- Support and improve iKNOW v1.1/1.2
- Conduct training for iKNOW
 - In conjunction with IPRO 339
- Start pilot study in Spring 2005
 - 10 IPRO teams
 - Provide team liaison
 - Investigate process changes and acceptance
 - Extended usability testing
 - Gain valuable input for iKNOW v2.0 design process
- Begin work on iKNOW v2.0
 - Integrate iKNOW with PersonalPro

IPRO 338 The IPRO Knowledge Management System

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