

Project Plan Report

I PRO 338

Building & Implementing a Knowledge Management System

Spring 2005

Author: Ben McInturff

Objectives:

The objectives of this project in a broad sense are to implement and facilitate the use of the iKNOW Knowledge Management System built in previous semesters of this continuing project. This team intends to improve and facilitate the use of the application. The main focal points of this semester's project include:

- Rolling out the system for current teams
- Implementing a SOAP interface and webservice
- Iterating development of the current application
- Usability testing both iKNOW and the Project Reporting System

Background:

Recognizing that teams tend to lose talent and knowledge from semester to semester, especially in continuing IPROs, prompted the 338 Knowledge Management project. The goal of the project is to prevent the need of teams to start over every semester and relearn processes, procedures, and information from the prior semester(s) work. This is the primary goal of iKNOW.

Planning and design of the iKNOW system began in the Fall 2003 semester with the goal of improving the retention of knowledge across semesters of IPRO teams in light of the high turnover ratio in this unique situation. The fall 2003 team researched the current knowledge base relating to knowledge management to know as much as possible about the demands and obstacles of effective knowledge management. Also during this time that the system was planned, designed, and documented.

In the spring of 2004, development began and the basic functionality of the project was implemented. An iterative development of the system was established and the first prototype version was completed. The database was loaded with what information had been collected on CD-ROMs from the fall 2003 semester. The understanding of the "critical mass" dilemma of knowledge management, that in order for a system to be useful it has to supply useful information. Tackling this challenge first began.

In the summer of 2004, the development continued as showstopper bugs and other issues were resolved. The short semester prevented significant advances by that team beyond further development and debugging.

In fall 2004 the rollout issues were mainly dealt with. The system was tested both for functionality and usability. Development iterated through versions 1.1 and 1.2. A server was purchased by the IPRO office and iKNOW received its own hosting environment. The semester ended with plans to develop an interface for the IPRO office's report collection application, the Project Reporting System (PRS), and for rollout of the system to IPRO teams in the spring 2004 semester.

Expected Results

The expected results of this semester's team include:

- Rolling out and supporting use of the current system with IPRO 338 liaisons attending other IPRO team meetings to procure feedback about the system.
- Implementing webservices by coding a preliminary SOAP interface.
- Developing plans and methodology for implementing a more useful expert and expertise database.
- Developing plans and methodology for process knowledge retention.
- Usability testing both the iKNOW system and PRS, and implementing design changes indicated by the results.
- Iterative development of the iKNOW system through versions 1.3, 1.4, and possibly into 2.0.
- Documentation of all software produced and as necessary for current systems.

Budget

There are no foreseeable costs for this project at this time.

Sub-Team Assignments

The preliminary subteam assignments for this semester are as follows (subteam leaders in bold):

Development:

- **Vance Thorton**
- Dustin Hendrickson

● Project Reporting System:

- **Ben McInturff**

SOAP Interface:

- **Aron Ahmadia**
- Atif Khan
- Hart Wilson

Rollout:

- **Andrei Pop**
- Mark Riego de Dios
- Justin Vonashek

Task Schedule

The task schedule for the semester follows on the next page.

