

Product Proposal: Project Management-system with integrated Knowledge Management functionality

General description

The purpose of the product is to make the everyday work easier for the employees of a company. This is done by gathering important project work functions in one place and by supporting the knowledge management of the company. The product collects and stores the important knowledge of the employees in a permanent way and makes this knowledge available in an easy and reusable manner.

Two major modules, Project Management and Knowledge Management, build up the product. Project Management deals with such as project status, calendar, conference system e-mail system, time report system etc.

Knowledge Management consists of one or several databases and provides searching possibilities in and input of data to the databases.

The purpose is to make it able to collect knowledge from the databases into the projects, making the knowledge reusable, and to store knowledge from ongoing and finished projects to further build up the databases.

The two modules should interact closely.

The modules constitute a basic module in which administration also is possible.

The product should be extensible by adding further modules, so called add-ons, e.g. WAP-module, mapping with economic system, budget system etc.

USER INTERFACE

From a user perspective the system is meant to present the following basic views:

- ?? User Home
- ?? Customer Home
- ?? Admin Home

User Home

A User should be understood as an employee at the company using the product. This view is the base for the work of a user at a company.

Contents:

- ?? *Project list* A list of projects that the user participates in with links to the project home page.
- ?? *Presentation* A link to the personal presentation of the user.
- ?? *Calendar* A calendar containing private events and events linked from the calendars of the projects the user participates in. Could also contain remainders added via SMS, e-mail or a web interface.
- ?? *Knowledge* A link to the personal knowledge page of the user with knowledge that the user have gathered from the knowledge databases.
- ?? *Address book* An address book with contact information for customers, co-workers, family and other private contacts etc. Contains per default some contacts important for the company.
- ?? *Conference* A chat system based on different meetings that the user could join. Lists all available meetings. Checks if any new message is added on a timely basis. Simulates a real time chat.
- ?? *Mail* Check and send e-mail. Linked to the address book.
- ?? *News* A newsflash with general company news and news for the project the user participates in. Works as an easy way to inform the users.

Customer Home

Customer home is a view for customers that allow them to see chosen parts of a project that concern them and a possibility to give comments on the fly.

Admin Home

Admin Home is a start page for administrators with general adjustments and links to more specific adjustments available.

From these basic views it is possible to navigate to the main views of the two basic modules: *Project Home* and *KM Home*.

Project 7

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Project Home

Project Home is a page that lists all projects, giving a possibility to filter the list (e.g. active/inactive, finished/ongoing etc.). Displays the project status, start and finish dates and other important information. You can navigate to a view of a single project from here, a *Project Page*.

A link to *Add Project* also exists.

Project Page

Project Page is a view for a single project.

Possible content:

- ?? *Description* A brief description of the contents of the project and its purpose.
- ?? *Project team* Information about project members, roles, contact info, status etc. Also contains links to the personal information view.
- ?? *Calendar* A calendar for the project where members can add events and a graphical view of the phase plan.
- ?? *Knowledge* A link to the project knowledge page with knowledge that the members have gathered from the knowledge databases.
- ?? *News* A newsflash as an easy way to inform the project members.
- ?? *Message board* A discussion forum that works like a news group.
- ?? *Time report* is a system for the member to add her working time. Could be connected to an external salary system.
- ?? *Archive* An entrance to the project file system with code and document files.
- ?? *Conference* A chat system based on different meetings that the member could join. Defaults to the main project meeting. Checks if any new message is added on a timely basis. Simulates a real time chat.

Maybe an external budget system could be integrated with the project module.

Knowledge Management Home

Knowledge Management Home is the first page for searching and adding data in the Knowledge Management (KM) databases.

The search adds possibility to simple/advanced search (project search, KM search, human resource search etc.)

The view can display a field with the 5 most recently added data.

There could be an entrance to a kind of problem database with defined problems and their possible solutions. Could work like a kind of FAQ.

Knowledge

Knowledge is a view representing a specific knowledge requested by a search.

Displays a brief presentation of the knowledge and then links to more detailed information, knowledge objects, references etc.

Possible contents:

- ?? *Description* A kind of textual description of the knowledge.

- ?? *Files* Links to code, documents etc with detailed information.

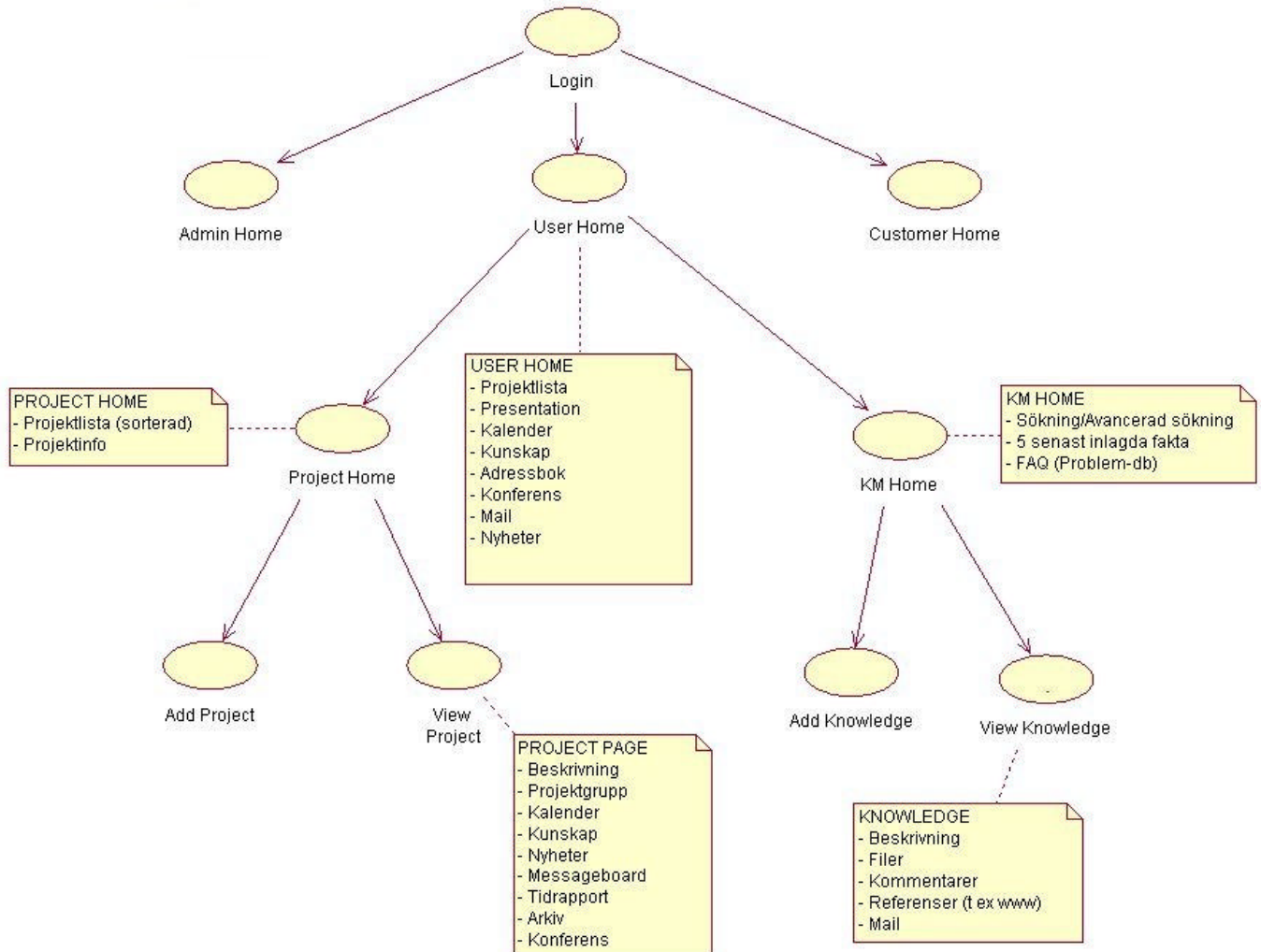
- ?? *Comments* A possibility to add comments to this knowledge. Here a list that displays comments.

- ?? *References* Links to external references giving further knowledge (e.g. on the www).

- ?? *Mail* A possibility to e-mail the creator/administrator of this knowledge.

USER INTERFACE OVERVIEW

The views are represented by ellipses. Arrows displays navigational possibility. To make the model simpler only the most basic navigations are added and only displayed in a one-way manor.



Suggestions of Add-ons

WAP module

WAP module is a module that increases the availability to the system for an employee (and customers?).

Could contain functionality such as a calendar, e-mail, phone book, forwarding a call to the cellular when not available at the office, news etc.

A futuristic suggestion is a microphone pen that generates a sound file recorded for example at a customer meeting. Should then be stored in a database at home.

Could also contain a functionality to read and send brief SMS-messages to a "message board" on the web.

Introduction module

This module introduces the company in general and especially the system to a new employee, a trainee or a company guest.

Could contain different lessons attended in a choice able way regarding topics such as personal descriptions of employees, how to use the salary system company policy, important customers, how to use the conference system of the product etc.

Afterwork module

This module handles information about company associated spare time activities. Could also contain an internal buy/sell system and different offers from the company, partners and customer to the employees. Could also contain a lunch guide.

Ergonomics module

A module that activates a physical exercise program on a timely basis, forcing the user to take a break.

Competence database

A database for KM containing CV, the competence of employees, a view of the total competence, education, further training etc of the company. Should be searchable for finding the right persons for a project.

Quality ensurance module

A module for ensuring the quality of the knowledge in a KM database.

Idea collection module

A module with associated database that should enable the possibility to add ideas that just pops up at any time.

OLAP module

A hay stack of knowledge used for data minig. The purpose of the mining should be to find new connections of knowledge and the solution of problems.