



SPRING Singapore

DMS integration as part of a Knowledge Management Portal

CLIENT: SPRING IQC, Singapore
BUSINESS: Knowledge Services (IQC provides consulting and knowledge on Quality Circles to Singapore firms)

ISSUES:

<ul style="list-style-type: none"> ❖ Number of Case Studies and Best practices that need to be made available to all the Member companies. ❖ Storage and retrieval to be based on the specific Taxonomy that SPRING follows. ❖ The solution needs to be totally web based and integrated with the ASP.NET compliant KM Portal. ❖ Single Sign-In required for the whole portal. ❖ Enhanced features of DMS like Document Linking from repository to be enabled in Discussion Forum. 	<p>SPRING IQC is a large Singapore-based Government body servicing a number of Member companies. SPRING IQC provides Advisory Services for Singapore based firms for Innovation and Quality Circles and also coordinates national events and seminars. Among the key activities of IQC is enrollment of members and providing them a number of resources like Case Studies and Best Practices documents.</p> <p>The Key Business Goals of the IQC KM Portal initiative are:</p>
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SOLUTION:

ASP.NET version of ViciDocs Enterprise, with the user configurable Meta Tagging was implemented along with Discussion Forum, Polling engine etc.

BENEFITS:

- ❖ Archival and retrieval of case studies and best practices web based.
- ❖ Reduced manual effort in indexing.
- ❖ Elaborate Security to allow access only to the registered members of SPRING IQC.
- ❖ Seamlessly integrated KM Portal with KM repository, Discussion Forum, Online Events, etc.

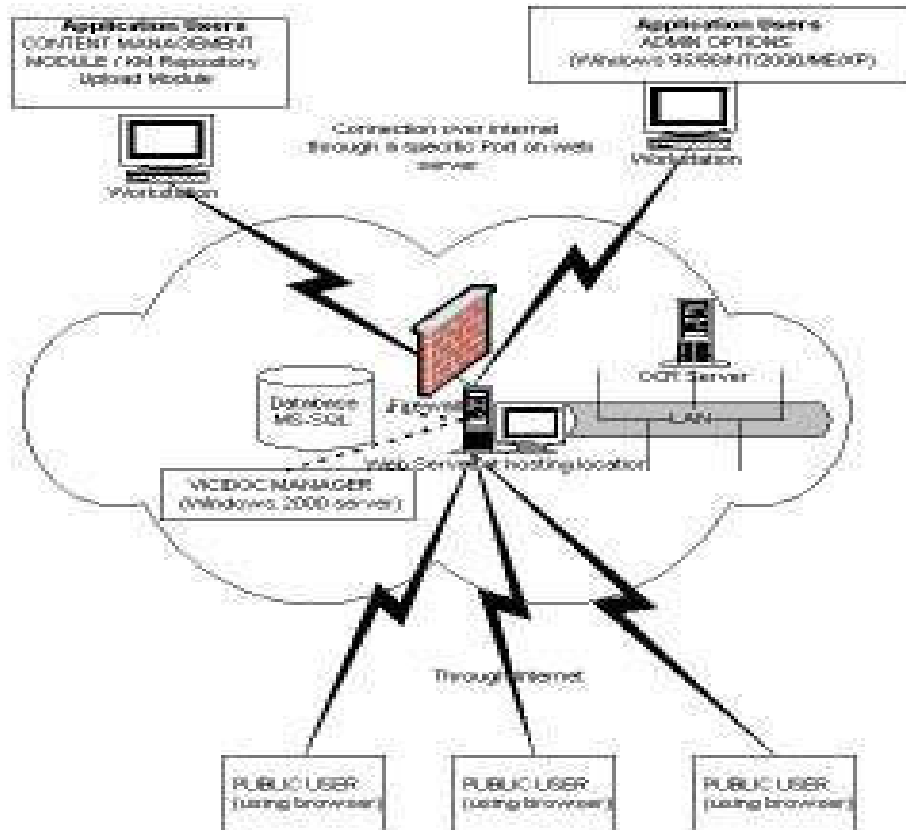
- ❖ Facilitate transformation of QC to IQC. To have an interactive system that facilitates learning for transformation from QC to IQC through knowledge sharing.
- ❖ Support Broadening of the Organization Base. To have a user friendly registration module to capture individuals' and organization's contact information. With the information captured, promote SPRING Singapore's services to the potential customers.
- ❖ Self-updating of databases of Judges and IQCs. To allow individuals and organizations to update their profiles. This is to automate the sending of e-mail alerts and updates and to ensure greater accuracy and timeliness to the target audience.
- ❖ Sustain IQC Activities. Provides a single source for Internet users for reporting guides and knowledge sharing on best practices.

ViciDocs Enterprise was used as the core around which the IQC KM Portal was built with web based architecture using ASP.NET and comprises of the following key modules:

1. User Management and User administration module.
2. Collaborative Portal Components like Discussion Forum, Polling Engine and Online Chat.
3. Knowledge Management Components like Repository Search; Document Management, Best Practices & Case Studies; Calendar of Events; News.
4. Content Management Module for creating/updating content.

These are web-based components with the server components and the RDBMS residing on the Web Server. The KM Portal part comprises ViciDocs Document Management System Server for Indexing documents and a File Server component for storage of documents.

The following diagram gives a high level view of the proposed system.



“The project goal was to share knowledge on IQCs comprising best practices, tools & resources and transfer these to the industries to raise productivity” states the Project Objective in the SPRING IQC KM Portal Specifications document. Implementation of ViciDocs Enterprise as a web based Knowledge Management tool in combination with other KM components like Discussion Forum achieved exactly that.

From a static site providing basic information about its services and contact details, SPRING IQC site has been transformed into an interactive, web-based knowledge management portal through implementation of ASP.NET version of ViciDocs Enterprise.

Existing collection of Award-Winning Case Studies and Best Practices are already being added to the repository. SPRING IQC plans to keep updating the KM repository on a regular basis using the powerful content management module that is part of the KM Portal Implementation.

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