Chapter 4

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ABSTRACT

The purpose of this chapter is to present a comprehensive summary on the frameworks and metrics which are useful for evaluating the knowledge systems and portals. In addition, this paper further explores the relationship of knowledge seekers and expert’s response in addition to other feedback. The primary goal of this chapter is to provide a literature survey and description of service based technology framework which will be helpful for evaluating the effectiveness of the E-learning portals and/or KM Systems. This proposed work also finds the correlation between the evaluation results of knowledge providers and seekers. The secondary part of this chapter provides a comparative summary on four success models and factors for evaluating knowledge systems and E-learning portals.

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INTRODUCTION

Knowledge is defined that all that has been perceived or grasped by the mind; learning; enlightenment and also body of the facts and principles accumulated by mankind. Tacit knowledge is believed to be the expertise a professional possesses and utilizes it whenever needed he or she orally explain it and if necessary, write down or post it in the knowledge sharing portals. Knowledge Management provides an innovative methodology for knowledge creation, storage, dissemination and sharing. Knowledge Management System (KMS) is a term that is used to describe the creation of knowledge repositories, improvement of knowledge access and sharing as well as communication through collaboration, enhancing the knowledge environment and managing knowledge as an asset for an organization. Though today’s organizations build infrastructure, context and learning cycles in the form of knowledge sharing portals, there are no proven measurement processes in place, to assess the effectiveness of the knowledge sharing portal, either to enhance the portal itself or the knowledge assets in the portal, or to archive the unused or irrelevant knowledge assets. The required metrics can be collected through an evaluation methodology, such as Goal Question Metrics, Balanced Score Card, and/or Hybrid methodology suggested by Subramanian and Geetha (2011). In this study, we focus on examining the use of a Knowledge Sharing portals and Knowledge Management Systems for providing technical knowledge to the database administrators, with respect to its usage and the effectiveness. Each topic in the knowledge sharing portal provides the related information in the database administration field which will be useful for the day to day operations of the Database Administrators. In addition, because the topics were developed for providing additional tips or best practices which are beyond the text book, we are interested in the impact of the additional knowledge on other aspects of the traditional class, and training including lectures.

LITERATURE SURVEY

Knowledge quality can be defined as fit for the purpose of fitness for use (Alavi and Leidner, 2011). There are many benefits with a well-designed Knowledge Systems and portals, which saves time and cost. E-learning systems also assists in leveraging the knowledge within the company for improving efficiency in resolving issues in handling products, projects and processes. According to the current trend in industries, it is believed that Knowledge systems are the supporting power of any organization. The product companies can benefit from KM and KMS, by increasing the orders, customer satisfaction, knowledge of products and consistency with the product delivery and support. In addition to this, a well-defined KMS can reduce the cost in producing the products, services and solutions, by ensuring timely deliveries. By implementing KMS, organizations can also expect Return on Investments (RoI) through indirect savings and benefits for the technical support groups. The support calls or requests can be reduced with reduced turnaround time with consistent and accurate solutions. The training time and cost of the skilled resources can be saved. The availability of the knowledge assets would increase the morale among staff, and the efficient utilization of engineers, thereby reducing escalation calls to the second and third level support team. Considering the floating job market, there is always a possibility of the support staff moving from one job to another. When skilled staffs leave a company, they also carry their skills and experience, especially their field knowledge with them. This can be avoided by ensuring that all the required knowledge of the skilled employees is maintained in the KMS. Output metrics measure the characteristics at the project or task level, such as the effectiveness of the lesson learned for future
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