

Overview:

ResolvePlus is an enterprise application that can be customised to serve many of the stakeholders of an organisation.

It provides simple mechanisms for users to poll specific areas of the business with issues in order to gain better insight into their role. Issues accumulate the collective experience and knowledge of the organisation along with documents and other media until which time the issue originator closes the issue.

Importantly the outputs of these issues are available to the rest of the organisation indefinitely, stored as corporate memory. Accessible from system service desks automatically created for roles and groups.

The system also provides highly meaningful insights into the flows of knowledge around the organisation. This information can be used to inform further knowledge strategies.

ResolvePlus is built using open Microsoft technologies and integrates well with other systems.

ResolvePlus: Knowledge Management Module

Background

ResolvePlus evolved from its predecessor Resolve which started life as an issue management system. In its simplest form Resolve enabled large organisations or those with a complex structure to bridge departments and groups to collaborate on business issues, bringing the organisation closer together as a result.

Over time the system was able to accumulate large amounts of valuable knowledge from its users based on successfully resolved issues. Feedback from users suggested that accessing the large archive of issue information already stored in resolve would reduce the need to create new issues. This is where ResolvePlus began.

Situation

Creating, storing, sharing, and transferring knowledge has become a vital focus to organisations in the modern knowledge economy. Knowledge, as opposed to pure data or information, poses special problems for business analysts and system developers alike. The challenge has always been to mobilise knowledge from its source (i.e. the mind of the owner) and provide it to all of those that could utilise that knowledge for their part in achieving the core strategic objectives of the organisation.

No small feat in itself given the implications of introducing new processes to potentially entire organisations. To compound the problem knowledge owners can be precious about their expertise and who they share it with, or otherwise do not have time to document every valuable piece of knowledge they have. Sometimes people leave organisations taking valuable knowledge with them. Sometimes the owners of knowledge do not even know they have it or think there is anything special about it.

Even if knowledge owners were willing to share at every juncture the job of capturing, storing, sharing, and transferring that knowledge is just beginning at this point.

Solution

What does ResolvePlus do?

In a nutshell ResolvePlus primarily enables users to formulate issues and receive answers they need to answer in order to do their jobs. It does so in a way that is culturally innocuous and encouraging at the same time.

It then enables users to search for a direction to aim issues. The issue will then 'bounce' around the organisation collecting up knowledge, experiences, ideas, documents, media etc as it travels. At some stage the issue will be considered resolved by the originator of the issue and will be closed off by them. The closing actions ensure that that issue and answer is then captured indefinitely for the good of the organisation.

Automatic homepages are created for every role and group in the organisation consisting of issues posed and resolved in that domain. Users working within those roles and groups are able to work with incoming and outgoing issues. The system can provide social media style home pages that encourage use.

In the future when a user has a similar issue potential resolutions will be intelligently presented to them from the bank of corporate knowledge as they formulate their issue, perhaps resolving their issue before it is written. The system becomes more powerful as time progresses. Reporting outputs show the ratio of new issues to archived issues over time.

Other outputs provide insight into the organisation and can inform more detailed tactical knowledge strategies. For example knowledge traffic can be monitored and high intensity areas flagged for closer inspection. These areas may show dependencies within organisations which may benefit from process or system realignment or even physical restructuring of teams.

How does it do it?

The core architecture of ResolvePlus revolves around a sophisticated RBAC (roles based access control) system. Simply put the application maps to the structure of the organisation and can understand the relationships between different roles, groups, and individuals. This is also the level where security is defined and controlled and ensures that information is only available to predefined groups.

The system is web enabled and accessible via a standard internet browser making deployment simple across the enterprise. Every user has a personal view of the system where they can view their own activity or browse and search the activity of other users. This also provides an opportunity for users to learn what their peers are doing in similar roles in different departments. This in itself provides opportunities for developing best practice around the organisation.

Although ResolvePlus can exist independently of other systems there are good opportunities to integrate the solution with existing systems such as intranets and DMS/EDRMS combining knowledge with data and information at a system level.

Who should use it?

ResolvePlus is an ideal foundation level knowledge management solution for enterprise scale environments. It provides a simple knowledge capture mechanism for the entire organisation. Its outputs further inform more specific strategies and therefore can be used as a multi faceted approach to developing knowledge management capability.

ResolvePlus is built on open architectures and can integrate and be integrated with relatively easily, ensuring future scalability and extensibility.

Technical

ResolvePlus is a custom solution based on Microsoft SQL Server 2005, Microsoft Windows Server 2003, with a code base developed on the .NET 2 frameworks.

For more information on TLM Nexus' work, please visit www.tlmnexus.com or call 01273 384 250.