

THE DEVELOPMENT OF E-KNOWLEDGE BOX: A WEB-BASED APPROACH TO KNOWLEDGE PRODUCT OUTSOURCING IN THE UNIVERSITY

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Presentation Outline

- Motivation and Background
- Framework of the System
- Aim and Specific Objectives
- Methodology and Approaches
- Development Tools
- Features of the Proposed System
- Evaluation
- Recommendation and Future Works



Motivation and Background

- To take advantage of the growing **opportunity** of outsourcing
- To provide an **accessible service** in finding and seeking professional knowledge
- **Availability of technology** to allow exchange of knowledge products
- **Action** directed by the Silliman University Strategic Plan



Motivation and Background

Growing opportunity of outsourcing

- Outsourcing remains one of the emerging trends in organizations, and can very well be seen in the Philippines as the number of BPOs (Business Process Outsourcing companies) continues to rise.



Motivation and Background

Knowledge Products

- product or a creation resulting from expertise, experience, and skills in a particular knowledge field.
- often shared and exchanged in explicit form, which is expressed in words or numbers.
- examples include research papers, essays, software, and music and lyrics



Motivation and Background

Knowledge Box

- Knowledge products could be concretely illustrated as knowledge in a box.



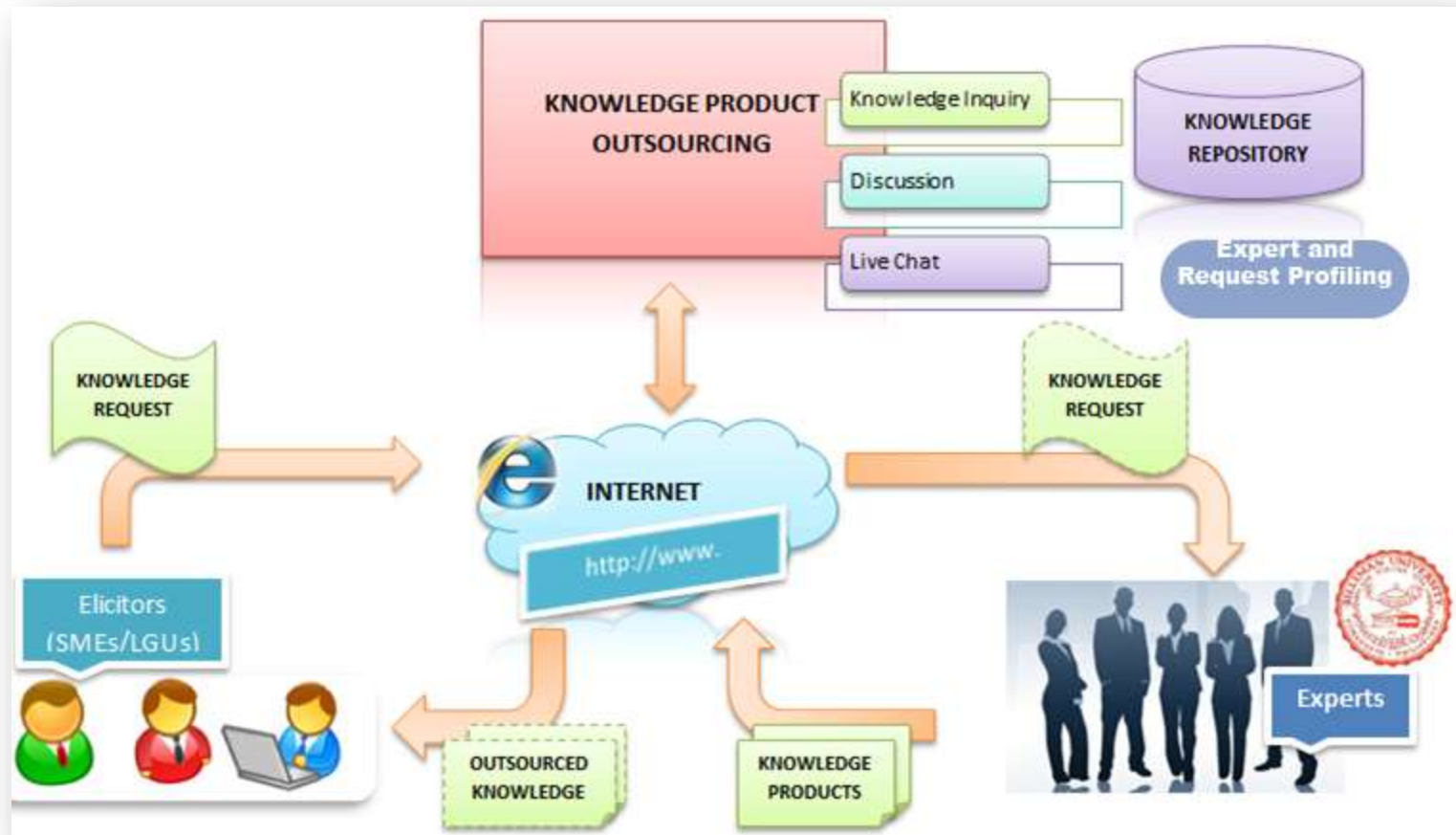
Motivation and Background

Knowledge Product Outsourcing (KPO)

- product-centered approach that focuses on knowledge documents, their creation, storage and exchange.
- different from Knowledge Process Outsourcing, as Knowledge Process Outsourcing is a process-centered approach that mainly focuses on the social communication process of sharing and exchanging knowledge.



Framework of the Proposed System



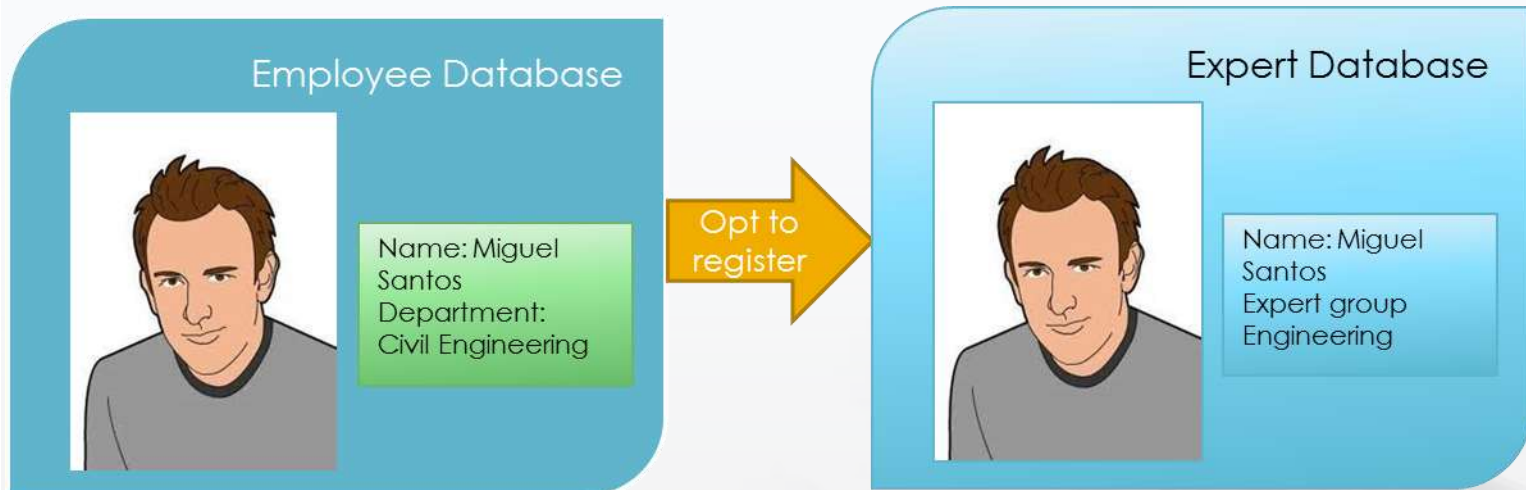
Aim

- **the design of a reliable web-based approach to knowledge product outsourcing services in Silliman University.**



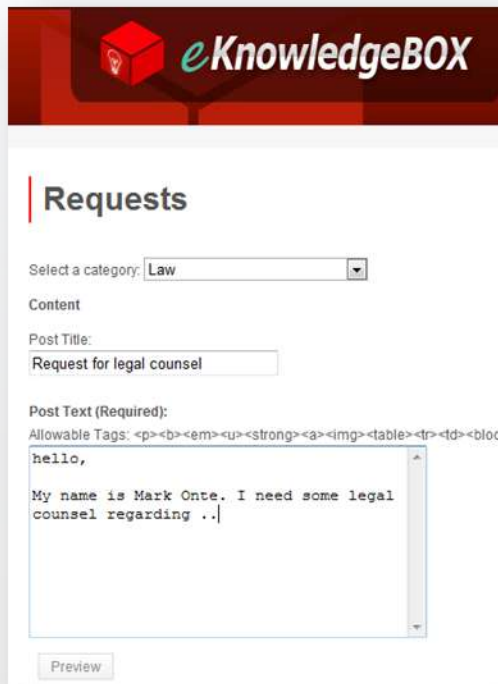
Specific Objectives

Profiling of knowledge providers and experts



Specific Objectives

Matching of expertise during knowledge acquisition and inquiry



eKnowledgeBOX

Requests

Select a category:

Content

Post Title:

Post Text (Required):
Allowable Tags: `<p><u><a><table><tr><td><block`

hello,
My name is Mark Onte. I need some legal counsel regarding ..

Law Knowledge Request



Law Experts

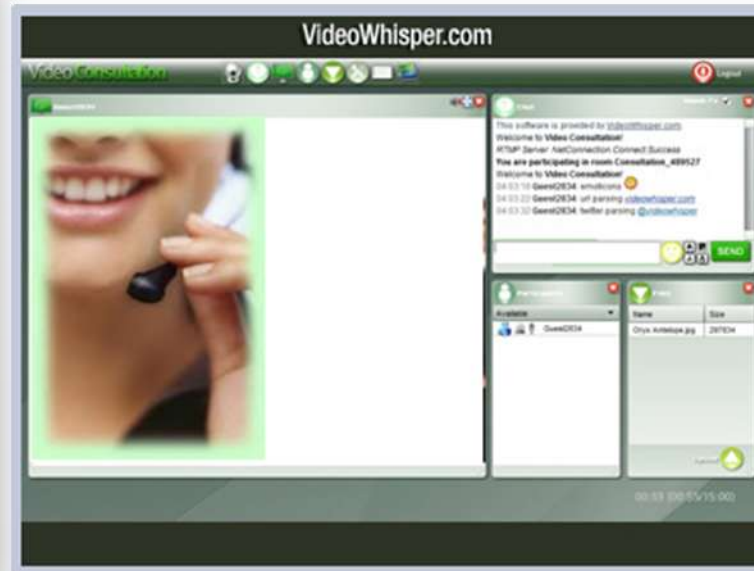
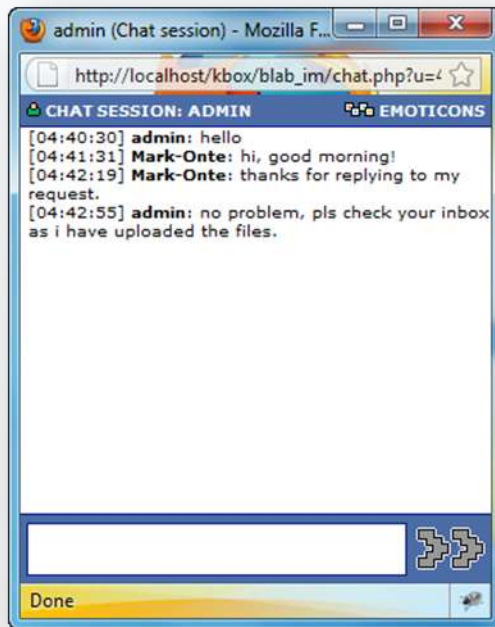


LAW



Specific Objectives

*Actual processing of knowledge,
consultancy and payment activity*



Specific Objectives

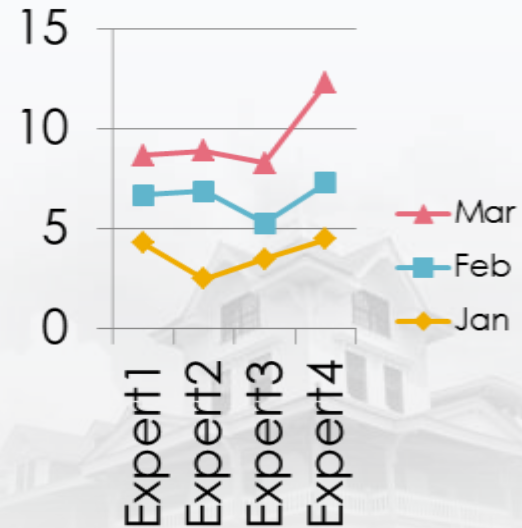
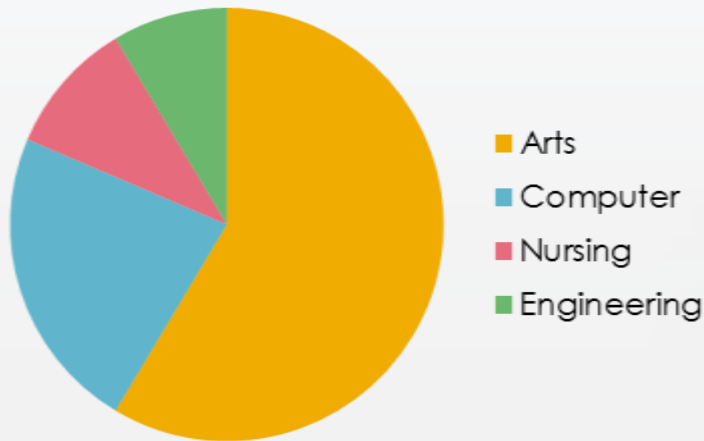
Visibility of the site



Specific Objectives

User's utilization and web management reporting

Inquiries



Methodology and Approaches

- *Open Source Maturity Model (OSMM)*
 - a framework that has been developed to help in IT assessment and selection of open source software.
 - help determine the appropriateness of particular software technologies in specific situations, in this case, developing a KPO service.



Methodology and Approaches

- *Rapid Application Development (RAD)* model is used
- the most practical approach in this case that allows faster development while facilitating changes easier in a project with a tight schedule constraint.



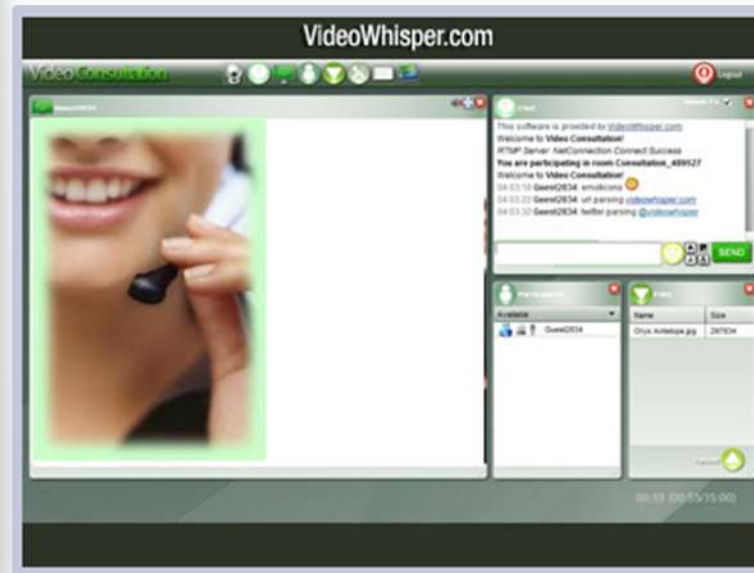
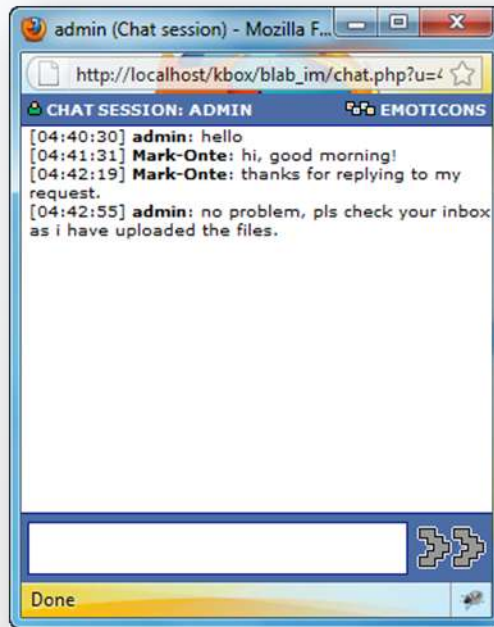
Development Tools

1. **OS Platform – Windows XP** is used as a sample to host the web application (Linux, Mac OSX could also be used).
2. **WAMP Server 2.0**– A web server package that contains the web server Apache used to interpret PHP files and MySQL database.
3. **PHP** – The dynamic web pages that provides the interface and functions to the user.
4. **BlabIM** – A web instant messaging client that allows users on the site to deliver real time text messages.
5. **Wordpress 3.0** - A content management system that allows users to post content on a website.



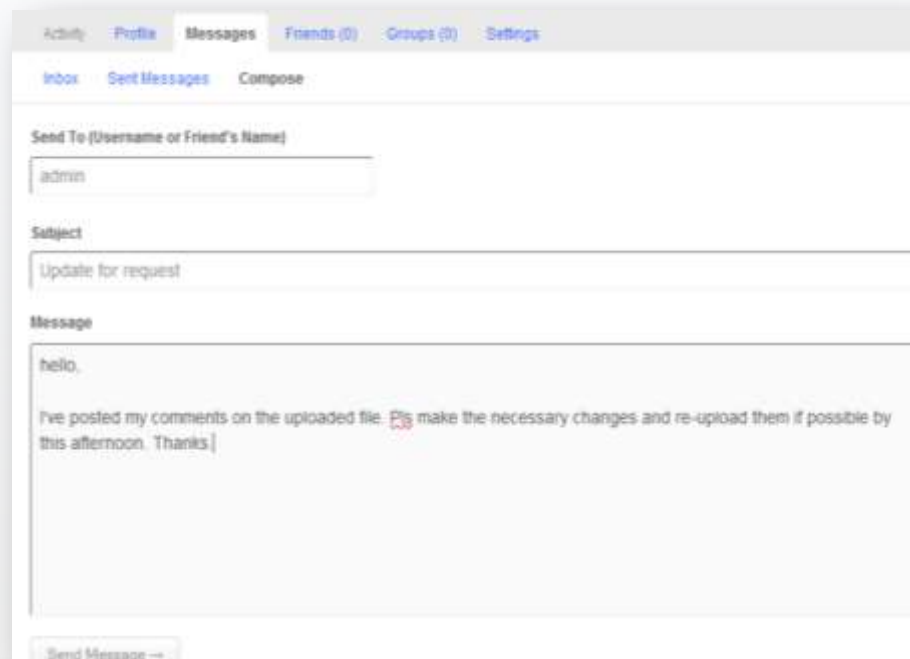
Features of E-Knowledge Box

a) Net meeting and interaction application



Features of E-Knowledge Box

b) Online private messaging




The screenshot shows a web-based messaging interface. At the top, there are navigation tabs: 'Activity', 'Profile', 'Messages', 'Friends (0)', 'Groups (0)', and 'Settings'. Below these, there are sub-tabs: 'Inbox', 'Sent Messages', and 'Compose'. The main form has three sections: 'Send To (Username or Friend's Name)' with a text input field containing 'admin'; 'Subject' with a text input field containing 'Update for request'; and 'Message' with a larger text area containing the text: 'hello, I've posted my comments on the uploaded file. [img alt="comment icon" data-bbox="355 595 370 610"/> make the necessary changes and re-upload them if possible by this afternoon. Thanks |'. At the bottom of the form is a 'Send Message' button.



Features of E-Knowledge Box

c) Knowledge exchange and sharing



by John Vergilio


Joomla Expert

status: closed

COMPUTING AND TECHNOLOGY: 44 DAYS AGO

Presently looking for a joomla expert who pays close attention to detail and employers requests.

Im developing an application and im not really familiar with joomla.

Share and Enjoy: 

Applicants (0)

Experts (1)

Project Thread

Knowledge Product

File to sell

Upload new file

Price in PHP

post101_cleanwipe.zip ([delete](#))

SILLIMAN UNIVERSITY
 www.su.edu.ph

Features of E-Knowledge Box

d) Online Payment

Pay expert

Amount: PHP

Select expert: (experts with paypal accounts)

PayPal
Click here to pay



Features of E-Knowledge Box

e) Search Engine Optimization

<http://kbox.su.edu.ph/general/joomla-expert-2/>

Share and Enjoy: 



System Evaluation

- A Web Usability Survey is conducted using a standardized questionnaire, consisted of questions that rate the website's aspects



System Evaluation

- A Web Usability Survey Results

Website Aspect	Score	
Navigation	8.98	Very good
Functionality	9.03	Excellent
User Control	8.97	Very good
Language and Content	9.02	Excellent
Online Help and User Guides	9.07	Excellent
System and User Feedback	9.01	Excellent
Consistency	9.06	Excellent
Error Prevention and Correction	8.97	Very good
Architectural and Visual Clarity	9.01	Excellent



Recommendation And Future Works

- Full utilization starting in the school year 2012-2013.
- a rigid users training should be conducted.
- another evaluation should be conducted particularly on the acceptance among the users.



Acknowledgement

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Thank you.

