A Tool to Enable Knowledge Management
A case study at an educational institution

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Resume

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Context

- Federal Institutes are schools maintained by the Federal Government.

- All Federal Institutes follow the same Brazilian federal law (law number 11.892 from 2008), but each one creates their own internal statute to guide and to rule their operations .
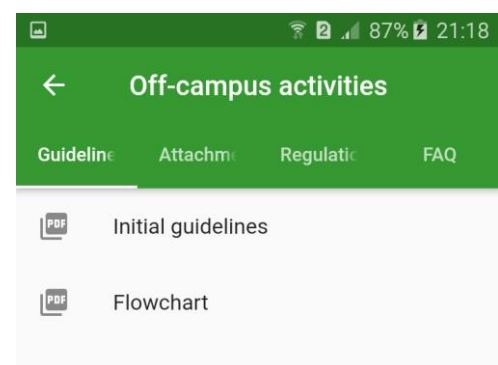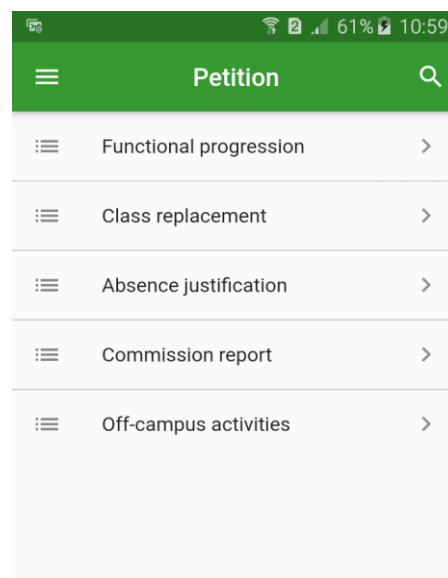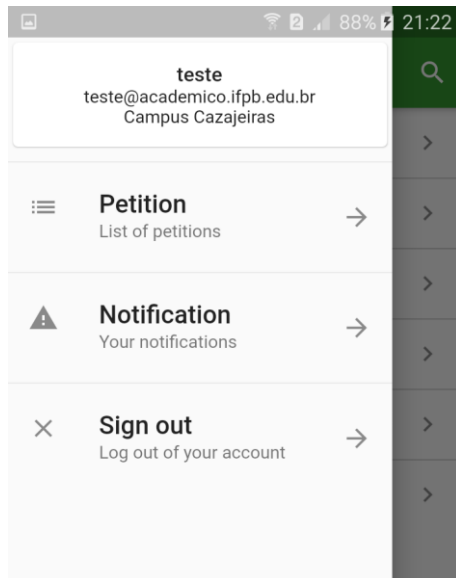
Context

- Federal Institutes defines and adopts hundreds of organizational processes described by resolutions proposed and approved by its various superior boards.

  - These processes are essential for the functioning of the organization

  - They need to be carried out to guarantee the legality of the acts performed by all its employees

Business Problem

- The knowledge about how and what occurs during the flow of a process is essential.

- However, unfortunately, many employees do not know how the institute works and see everything as complex and unnecessary bureaucracy.

  - This often causes difficulties and even errors when structuring a petition which can lead to delays or even make them petition unfeasible.
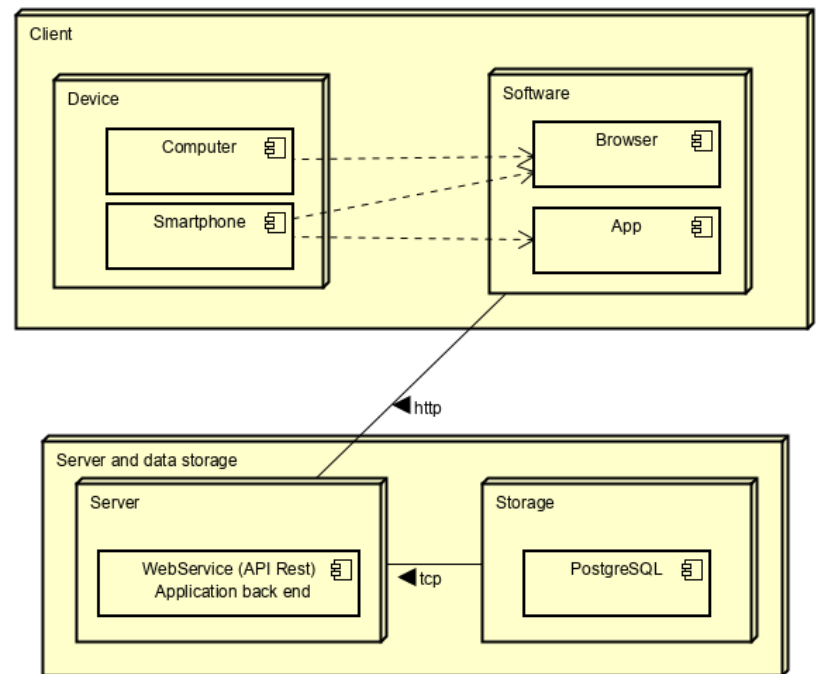
Proposal

- To mitigate some KM problems we proposed a multi-platform app that promotes the KM in educational institutions, regarding the internal rules to start any type of petition.
- The app also creates a new communication channel within each campus

Proposal

- The app was developed in *Flutter* and *Angular*.

- We are also building a web application that works as administration panel and facilitates creating data to our platform, as well as delivering to our app, using web services.

Preliminary Results

- We presented our prototype to two directors and two course coordinators from four different campuses of IFPB and hear their thoughts.
  - *"The proposal is very important for all employees of the institution, whether they are management position or not".*
  - *"Consistent guidance on how to handle a petition will avoid rework and delays".*
  - *"The first impressions are very positive because, with just one click, essential information will be available to the community in a summarized form".*

Preliminary Results

- We presented our prototype to two directors and two course coordinators from four different campuses of IFPB and hear their thoughts.
  - *"In a daily basis, many petitions return to the interested party for presenting incomplete documentation or for not respecting the correct sequence between different departments of the Campus. Thus, the app can minimize these basic failures that slow the progress of petitions and can allow employees to consult information without the need to consult directors"*

Conclusion and Future Work

- Knowledge Management (KM) is the process of creating, sharing, using and managing the knowledge and information of an organization.

  – To support KM policies, organizations can use information systems

- We present our proposal to mitigate some KM problems.

  – A multi-platform app that promotes KM in educational institutions and (2) that will concentrate information about petitions in a colloquial language; (2) as well it will create a new communication channel by grouping, in a virtual community, employees from the same Campus.