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Web Based Knowledge Management System for Sampath Bank PLC

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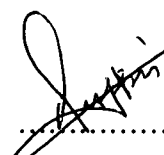
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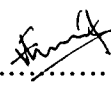

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Abstract

Today, the banking industry is characterised as one of the most knowledge intensive sectors in an economy of a country. Rapid globalization of financial markets forced bankers to be more knowledge-based and be more competitive in a highly demanding business world. This is not an exception when it comes to Sri Lankan banks. In this backdrop, Sampath bank one of the leading indigenous commercial banks in the country has taken a strategic decision to expand its branch network by adding more than hundred and ten branches within three years. In order, to support rapid expansions the bank needs be more efficient and effective in managing its knowledge assets. To support this process the bank is being recruiting large numbers of trainees as front-liners. Readily available information and knowledge management could be considered as the key factors for the success of Trainees. Web based Knowledge Management System (KMS) was planned to be developed with three modules namely, FAQ module, Core information module and Credit risk evaluation module to enhance operational knowledge of the branch bankers since the bank has a powerful intranet which assures accessibility to the all team members. FAQ module was included to support operational level decision making at the branches. This module provides answers to operational level questions. Core information module was included to assist users to access updated memos, circulars without referring to the manual documents.

The System was developed adapting Waterfall model sequential design process. In requirement analysis phase, all the user interactions were determined using use cases. Further, functional and non functional requirements were also identified. In system specification phase, required technical process and external interfaces were determined. System design and component design were done in the design phase. Architectural design was done by identifying the series of components which interact with other. Then component design was done to determine how components work. In the implementation phase, software coding and testing were done. Finally, evaluation of the system was done among selected team members of the bank and received commendable response for the developed solution. It could be concluded that, the project was successfully completed by developing cost effective customized Knowledge Management System which caters to the bank's requirements. Further, digital signature concept was incorporated to the system.

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