

1. Conclusion

In order to improve knowledge sharing and collaboration within the identity and collaboration services team at DHCW, the author created a knowledge base PowerApp utilising the Microsoft Power Platform. For better security and user experience, the knowledge base was published to a Microsoft Teams team with important features including data modelling and search capabilities being implemented. Survey results on usability indicated positive interactions with the functionality and collaborative advantages of the knowledge base, with specific areas for improvement noted. The app's use will be expanded to other organisational areas while maintaining data security and automation, while the long-term impacts are being assessed. The project, in its whole, emphasises the need of information sharing and collaboration and provides guidance to organisations looking to improve their knowledge management procedures.

2. Introduction

Modern organizations face challenges in managing knowledge about rapidly evolving technologies. Digital Health and Care Wales (DHCW) struggles with disorganized information stored in various formats. This leads to difficulties in finding accurate data, governance issues, and knowledge vacuums due to employee turnover. To address these problems, the author initiated a project to develop a solution to these issues and test its effectiveness.

3. Aim and Objectives

- Aim:**
- To provide a comprehensive knowledge base for DHCW to handle their ongoing information management problems
- Objectives:**
- Increase knowledge sharing

- Minimise knowledge vacuums brought on by employee turnover

- Boost employee productivity

- Establish new ways of working

References

[1] S. P. Pradhan, Power Platform and Dynamics 365 CE for Absolute Beginners, Berkeley, California: Apress, 2022

[2] M. Weston, Learn Microsoft PowerApps: Build customized business applications without writing any code, Packt Publishing Ltd, 2019

4. Research

A literature review was conducted in order to discuss the importance of efficient information storage and communication in organizations and explored the use of knowledge bases to address these challenges. Several products, including Guru, Microsoft PowerApps, Outsystems, and Mendix, were considered as potential solutions. After comparing their features, usability, and affordability, Microsoft PowerApps was identified as the most suitable option for Digital Health and Care Wales (DHCW). PowerApps offers seamless integration with Microsoft technologies, scalability, user-friendly interface, cross-platform compatibility, AI integration and robust data security, making it an ideal choice for creating a dynamic and adaptable knowledge base. [1][2]

- Research Methodology:**
- Primary and Secondary sources

- Qualitative and Quantitative data

5. Development

In the development phase, an iterative approach was used in order to display the authors dedication to user-centric design. This iterative approach made use of surveys to identify areas for improvement, which proved advantageous in identifying and addressing glitches or issues that may arise in each prototype of the knowledge base.

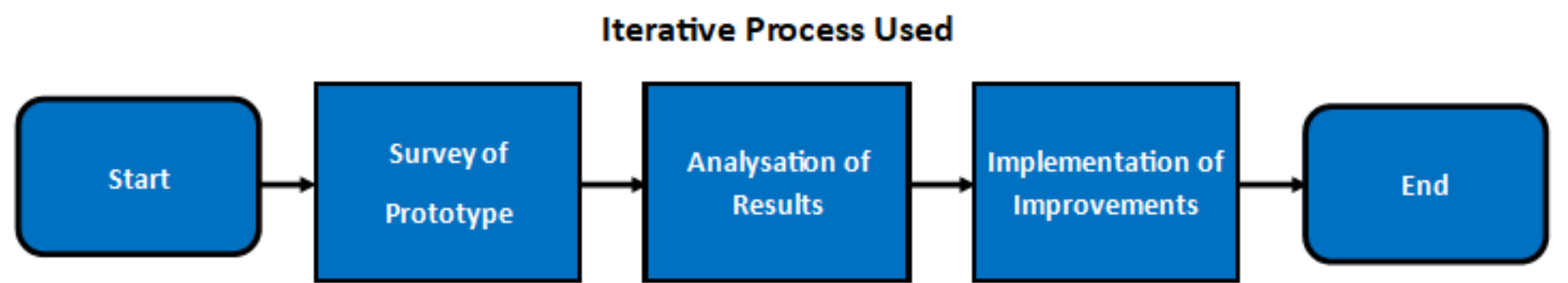


Figure 1—Iterative Process

This process was completed 3 times, creating a total of 4 different prototypes and making use of 3 similar surveys. Each prototype underwent 1 to 2 major improvements, allowing the author to manage the different prototypes efficiently.

Improvements Made:

- Prototype 2 - Added a filter and links to related/similar items.

- Prototype 3 - Issues clearing “SelectedItem” variable and more granular access control.

- Prototype 4 ServicePoint Call Reference was added, time to load information issues were fixed and links to both most and research searches were attempted to be added but weren't successful and deemed out of scope.

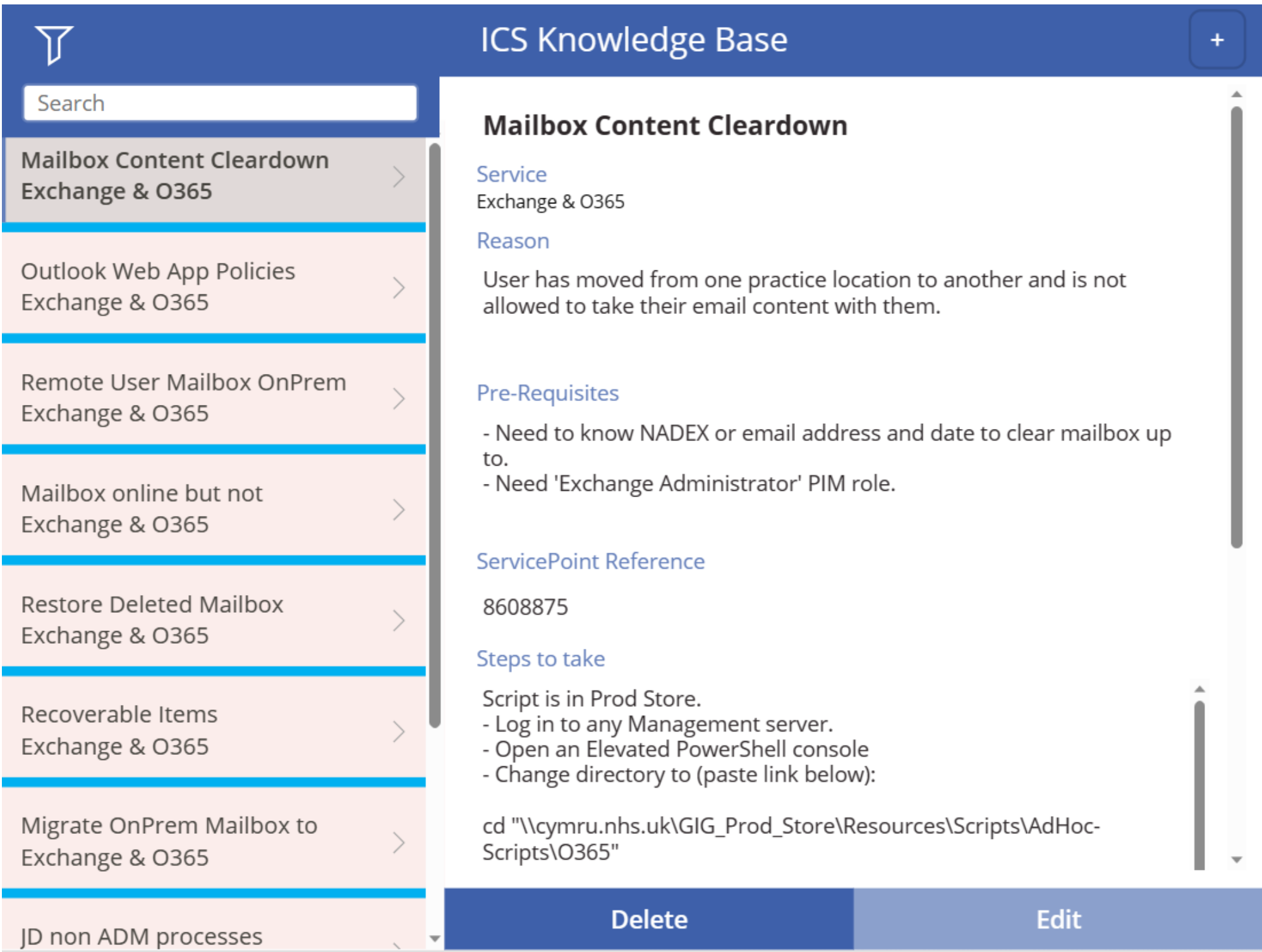


Figure 2—Knowledge Base Dashboard Screen

6. Results

The project utilized a survey and two interviews to gather user feedback on the knowledge base PowerApp. Participants praised its time-saving features, user-friendly design, and promotion of knowledge sharing. The project achieved its objectives of increasing knowledge sharing and employee productivity. Although there were still some areas for improvement, the results aligned with the benefits of knowledge bases in addressing organizational information management challenges. The knowledge base PowerApp shows promise for future development and fostering a culture of knowledge sharing within the organization.

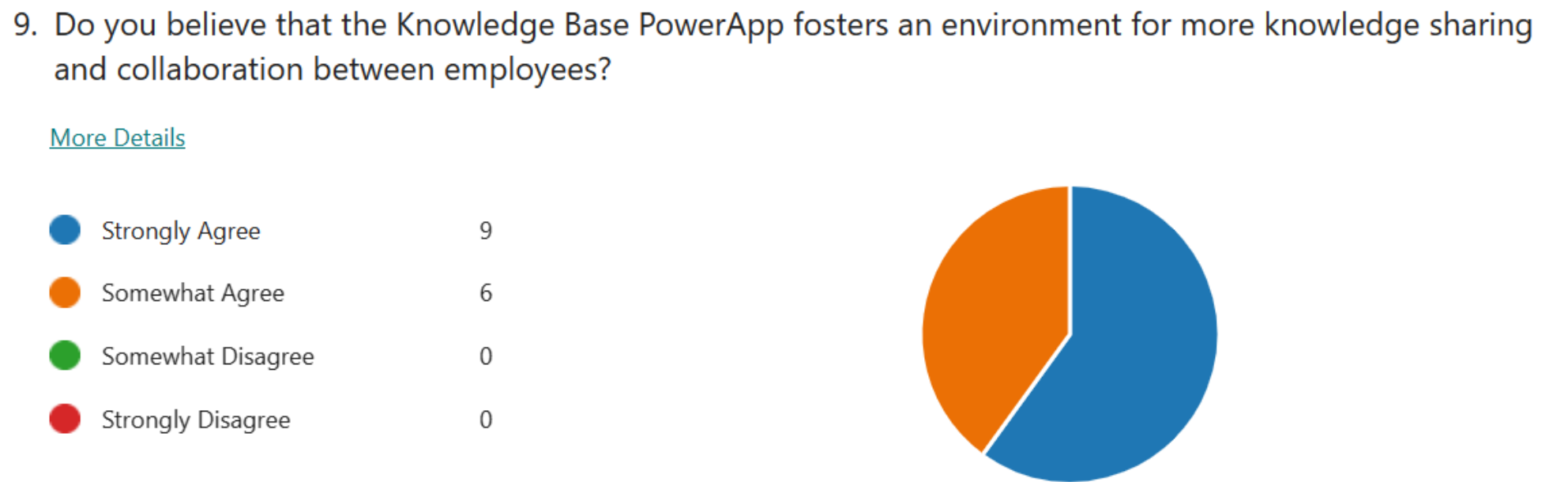


Figure 3—Question 9 from the Knowledge Base Effectiveness Survey