

White Paper on Implementing LiBSUIE - KM[®] at Tata Management Training Center (TMTTC)

About TMTTC :

The Tata Management Training Center (TMTTC) was inaugurated by Mr. JRD Tata on 6th January, 1966 with the objective of focusing on leadership development in the Tata group.

Since then, TMTTC has devoted all its efforts and activities to promote leadership development in the group through design and delivery of world class training programs.

TMTTC also supports these initiatives through publishing journals covering issues of contemporary relevance, conducting relevant research and offering consultancy services.

TMTTC training programs :

TMTTC programmes endeavor to help the group and the companies develop and implement a targeted leadership development plan. These programmes are especially directed to professionals both within and outside the Tata group and address areas of functional excellence, general management skills and individual capabilities to enhance their leadership effectiveness.

The programs are generally categorised as TATA group only and Open to All.

Following are the areas under which TMTTC conducts programs :

- Leadership Development
- Organizational Excellence & HRM
- Technology, Operations & Supply Chain Management
- Marketing Management
- Financial Management
- Corporate Planning & Strategy Development
- General Management

Knowledge Management initiative at TMTTC :

Recognising that knowledge cannot be created without sufficient information resources, TMTTC has launched a Knowledge Management initiative to make information available to its alumni in an easily accessible form for its easy assimilation and application at the workplace to aid in the generation of new knowledge assets.

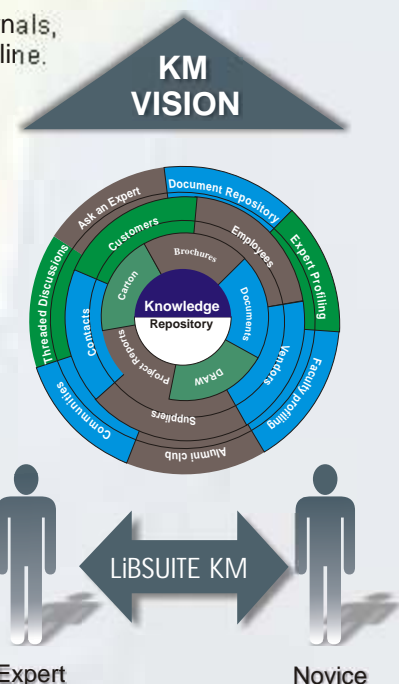
Knowledge management initiatives include corporate reports, online databases, electronic journals, dedicated CD Rom stations in Gyansarovar and trial products, made available to all TMTTC alumni online.

Reasons to consider LiBSUIE KM as the best solution:

After evaluating various packages finally LiBSUIE KM was selected as the main engine for the KM initiative at TMTTC.

Following modules were considered for implementing KM at TMTTC

- Document Repository
- Expert Profiling
- Faculty profiling
- Alumni club
- Communities
- Threaded Discussions
- Ask an Expert





Functionality Issues

User Interface:

The existing TMTC site was in white and blue combination hence a new interface was developed to go in tune with this interface. This is the front end, which every user will interact where as all the admin and other services were implemented using the existing interface of LIBSUIE KM.

Document Repository: This module was termed as Digitized programs. Under this section various course material was made available to the participants under following category

- Pre-course material
- Post-course material
- Case Studies
- Articles
- Presentations
- Exercise

These details are shown to everybody who visits the site but to view the particular document one has to register and provide all the details. The registration needs approval from TMTC to access this information.

Expert Profiling:

While registering a member many vital details are picked up from the KM point of view which helps in creating a profile of a member. Besides based on the searches fired and content viewed a secondary profile is also created for the member, which is used for disseminating information to users.



Faculty Profiling :

This option helps in keep the profile of the faculty in online manner. Academic carrier , achievements , rewards , past experience etc. is kept online on the site.

Alumni club :

Every member for the course can keep in touch with other members of the course attended. They can keep in touch and share views on various topics.

Online Communities:

Communities were formed in specific areas for groups having certain special interest. Various discussion topics are listed, clicking on a specific discussion group, diverse topics raised by different individual members are displayed.

The registered members have a right to create a new topic and start a threaded discussion on the same.

The administrator can close a particular discussion topic after a specific time.



Threaded Discussions :

Discussion topics can be placed under communities and every member can share views on these topics. New Views can also be posted on already discussed issues. These discussions are searchable for future reference.

The registered members have a right to create a new topic and start a threaded discussion on the same.

The administrator can close a particular discussion topic after a specific time.

Ask an Expert :

Experts are identified on certain topics and a question and Answer forum can be started with these experts. These experts can be faculty, alumni and other who would like contribute.

Return on investment and benefits

The participants found a common forum and were able to identify the alumni having interest in the same field and share their views and ideas on various issues and points.

The interaction between the experts and students remained not only during the course but was converted into more or less a continuous interaction even after the courses were over. The interaction was conducted in an informal way and irrespective of the physical location of an individual the communication could go on smoothly within the group.

The information for the future courses etc. were displayed to members on the same and hence the site worked as an advertisement medium for the institution.

The course material , case studies , discussions etc. remained with the institute in an archival manner and whether the participants / faculty continued or not the knowledge was retained with the institute.

The discussion groups and topic was the best way of sharing of tacit knowledge amongst the members and this tacit knowledge was codified and converted into explicit form.



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