Web Based Knowledge Management System for Sampath Bank PLC

T. H. D. A. M. Thrimanne
05/10003

Dissertation submitted to the Faculty of Information Technology, University of Moratuwa, Sri Lanka for the partial fulfillment of the requirements of the Degree of MSc in Information Technology.

July 2010

Declaration

I declare that this dissertation does not incorporate, without acknowledgment, any material previously submitted for a Degree or a Diploma in any University and to the best of my knowledge and belief, it does not contain any material previously published or written by another person or myself except where due reference is made in the text. I also hereby give consent for my dissertation, if accepted, to be made available for photocopying and for interlibrary loans, and for the title and summary to be made available to outside organizations.

T. H. D. A. M. Thrimanne
Name of Student

.....
Signature of Student

Date 27.01.2012

Supervised by

Mr D K Withanage
Name of Supervisor

.....
Signature of Supervisor
Date 27/01/2012

Acknowledgements

Firstly, I would like to pay my sincere gratitude to my supervisor Mr D K Withanage for the invaluable assistance and guidance given to me throughout the project. Further, I would like to extend my grateful appreciation to Professor Asoka Karunanada, Dr Parasad, Mr Lochandaka and Mr Chaman for their valuable guidance and comments to improve my dissertation. I also take this opportunity to convey my sincere appreciation to the IT faculty lecturers of University of Moratuwa for the knowledge imparted and encouragement given in order to complete relevant courses and the final project.

I gratefully acknowledge the assistance provided by the staff members of the Sampath Bank, MSc colleagues, and IT Faculty staff of the University of Moratuwa. The completion of this study would not have been possible if not for the assistance provided by top management of the bank, branch managers, front-line officers and the customers.

Further, I would like to pay my sincere gratitude to Mr Sanjeewa Perera and Mr Devapriya Liyanage for the support and encouragement given to me throughout the duration of the project period.

Finally, I wish to thank my wife and parents for understanding and tolerating me during this study.

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.

Table of Contents