

MSME Business School

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KNOWLEDGE MANAGEMENT REPORT 2022



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Executive Summary

MSME employs three distinct knowledge platforms to effectively manage knowledge and facilitate knowledge sharing.

The first platform is the MSME Faculty Knowledge Space, which is accessible through the MSME learning management system (<https://lms.msme.au.edu>). This restricted area is specifically designed for internal use within our organization. It serves as a centralized repository for sharing knowledge, including past professional development sessions and summarized lessons learned from previous events.

The second platform is MSME E-Services (<https://eservice.msme.au.edu/learning>), which provides a platform for members to share knowledge generated within the school with the public. This platform covers various categories such as learning and teaching, career advice, and technological know-how. While the content is accessible to the public, only assigned contributors from the school are responsible for maintaining and updating the information.

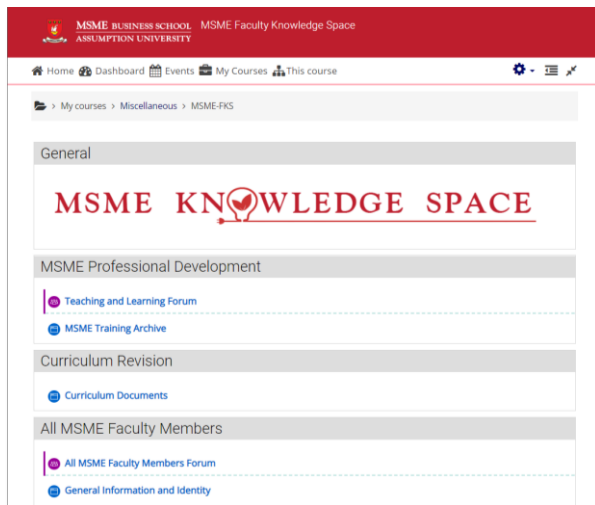
The final knowledge sharing area is the MSME stories section on the MSME website (<https://msme.au.edu/index.php/msme-stories>). This platform is dedicated to sharing best practices and success stories from our community with the public. It offers valuable insights into our achievements and showcases the positive impact we have made.

These knowledge platforms play a crucial role in promoting knowledge sharing within MSME and beyond. They enable us to effectively manage knowledge resources, facilitate collaboration, and showcase our expertise to the public. By leveraging these platforms, we aim to foster continuous learning, enhance our reputation, and contribute to the wider knowledge community.

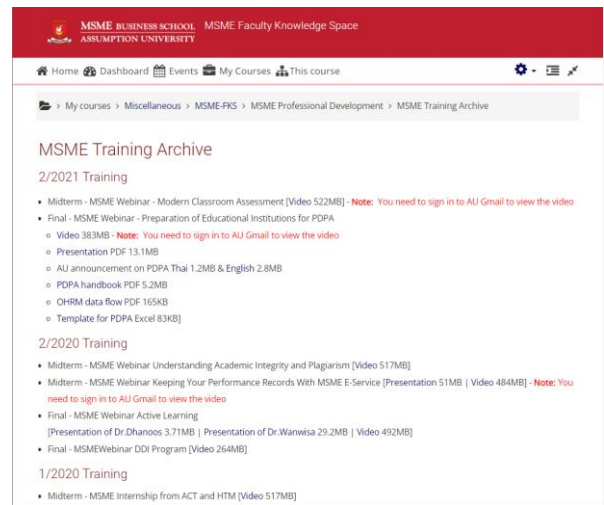
MSME Faculty Knowledge Space

The MSME Faculty Knowledge Space is accessible via <https://lms.msme.au.edu/course/view.php?id=411>.

Content is categorially organized by functions (i.e., HR, Research, administrative, programs), units (i.e., EdPEX, AACSB, Advising), and task forces (e.g., AoL, Branding, and Data committee teams). Also, the past professional development sessions that the school regularly offers during midterm and final exam periods were archived.



MSME Knowledge Space Homepage



MSME Training Archive

Most contents are accessible to all the MSME members (e.g., training, research and advising) while some contents are restricted by roles. For example, only AoL members are given the access to the AoL materials.

The table below illustrates the usage statistics and compares those from 2018 to 2021.

	2018		2019		2020		2021		2022	
	views	users	views	users	views	users	views	users	views	users
MSME Professional Development										
Teaching and Learning Forum	11	9	90	47	34	27	18	13	45	20
MSME Training Archive			132	59	92	38	43	19	68	20
Curriculum Revision										
Curriculum Documents			61	31	23	20	11	6	23	17
All MSME Faculty Members Forum	97	39	34	17	16	14	14	10	15	10
General Information and Identity	108	40	27	19	25	15	29	9	19	15
HR	105	37	80	23	72	30	28	12	59	17
Research	175	35	179	39	127	33	41	16	97	25
MSME Internal KM			9	4	85	17	24	9	56	18
Conference Proceedings Archive			8	4	7	6	1	1	8	6
AoL Committee										
AoL Forum	382	16	2	2	4	3	6	3		
AoL Forms and Other Documents	58	29	11	9	191	20	14	6	7	7
AoL Documentation and Resources	84	19	9	7	47	16	17	6	3	3
AoL Templates	65	23	8	5	34	12	10	5		
AoL 2017	21	7	4	4			2	2		
AoL 2018	54	16	12	10	6	4	7	4		
AoL 2019					5	1	27	6		
AoL 2020					12	3	33	10	2	2
AoL 2021							139	16	6	4
AoL Centralized Exam - Student Score Archive					51	12	21	5	2	2
Branding & PR Committee										
Branding & PR Forum	45	6	4	2	1	1				
Branding & Public Relations			9	3	6	4	54	26	11	7
KM Committee										
ICPM Forum	13	1			1	1	1	1		
Files: ICPM Conference Files	29	13	9	6	1	1	5	5		
MSME Administrative Members										
MSME Administrative Members Forum	38	12	3	3						
TQF by Programs	35	19	4	3	2	1	3	3	1	1
Management Reports	31	4	3	2	10	4	11	2	1	1
EdPEX	16	4	18	7	3	2	6	3	2	2
AACSB	10	5	30	17	23	18	17	13	15	8
Management Reports	17	3	13	10	9	5	11	4	10	4
Advising Unit	3	3	69	8	8	6	14	7	7	5

MSME E-Services system

MSME E-Services system (<https://eservice.msme.au.edu/learning>) facilitates knowledge sharing with the public in various categories including learning and teaching, career advice and technological know-how.

However, the service is not available now as we are overhauling our system.

The screenshot shows the MSME Business School Assumption University Main Page. It includes a navigation menu on the left with links such as 'Main page', 'Recent changes', 'Random page', 'Help', 'Tools', 'What links here', 'Related changes', 'Special pages', 'Printable version', 'Permanent link', and 'Page information'. The main content area features a 'Main Page' title, a 'Contents' list with 5 items, and three sections: 'Learning by Teaching' (with 2 items), 'Career Advice' (with 2 items), and 'Technical Knowledge Base' (with 4 items).

Below are the page statistics.

Page statistics	July 2018	July 2020	June 2022	N/A
Content pages	3	3	3	
Pages (All pages in the wiki, including talk pages, redirects, etc.)	71	89	95	
Uploaded files	50	62	66	
Edit statistics				
Page edits since MSME Knowledge Management was set up	222	259	275	
Average edits per page	3.13	2.91	2.89	

MSME stories

The MSME stories section has been relocated to our new website at <https://www.msme.au.edu/index.php/news-stories/stories/>. This updated platform offers a reorganized structure with categories focusing on Business, Business Education, and Student Blogs. It serves as a dedicated space for sharing insightful stories and valuable experiences related to these specific domains. Through this new website, we aim to provide a more streamlined and user-friendly experience, allowing visitors to easily access and explore the latest news and stories from MSME.

