

Research of Non-governmental Organization Transform into Virtual Organization using CRM and Wiki Tools

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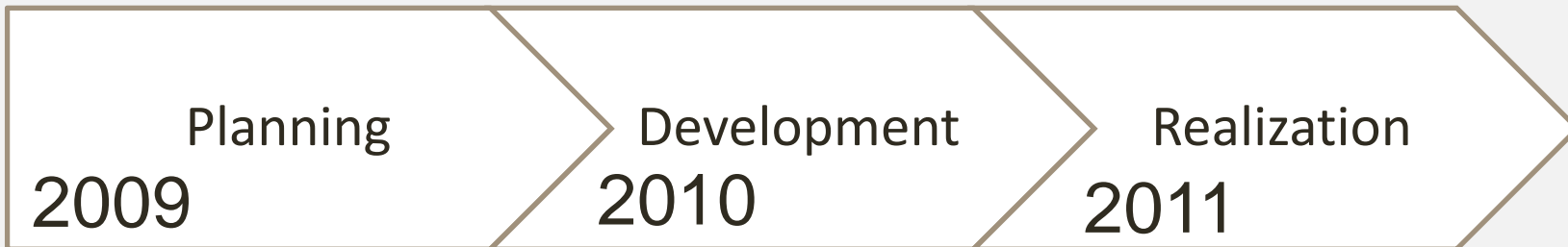
Content

1. Previous project:

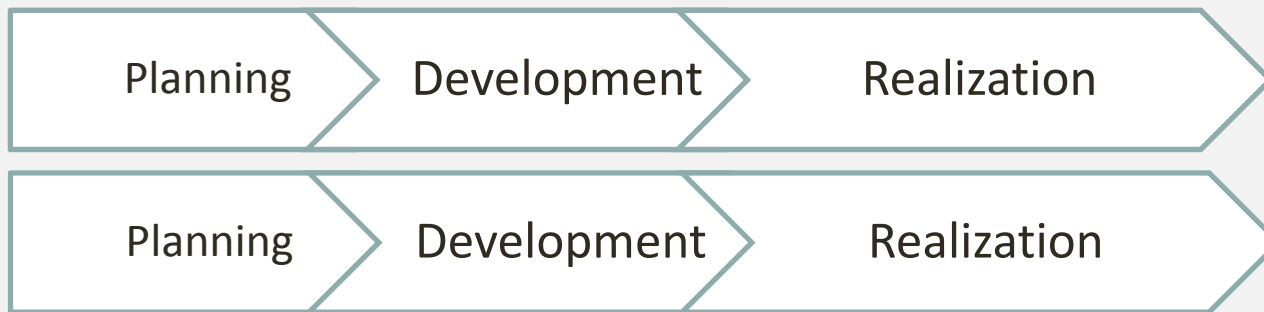
- Project
- Object and the study area
- Analysis and Results
- Project and new business models
- Realization
- Conclusion

2. Current project.

Project cycle



- Wide view
- Attributes identification
- Interface and scenario
- Design
- Processes and descriptions
- Adaptation and programming
- Testing
- Removing errors
- Monitoring



The project was implemented during master studies (2009-2011) at Kaunas university of technology, Faculty of Informatics.

Funding:



Science partner:



SME partner:



Implemented at:

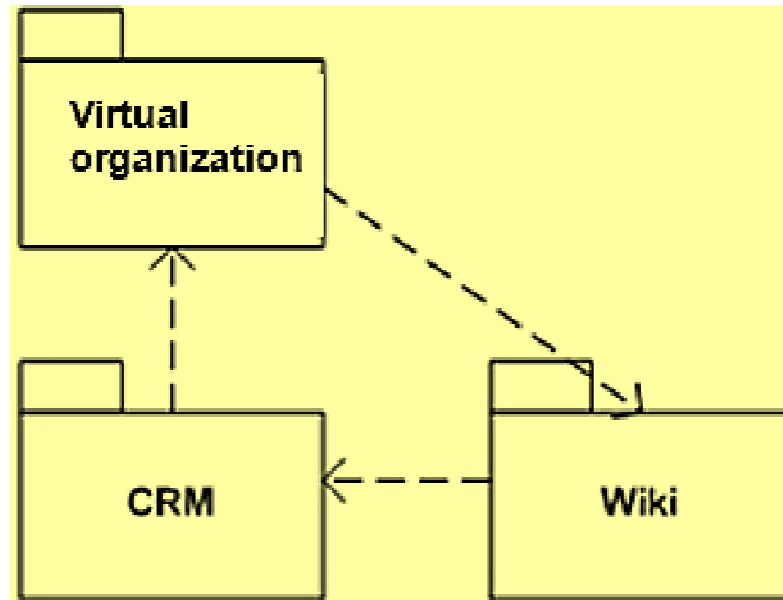


Organizational issues

- Most of the non-governmental organizations are weak, lacks the funds and effective business processes.
- There is not enough good or bad experience in creating virtual organizations in the world.
- Modern collaboration (Wiki) and communication (CRM) technology solutions with relatively low costs could be implemented to specific user needs (non-profit organizations).
- Cooperation and communication based on information and communication technologies - has been, is and will remain a significant human activity, and extensive media follow-up study.

Principal needs

- Content management
- Event management
- Contact management
- Membership management
- Report management
- Payment management



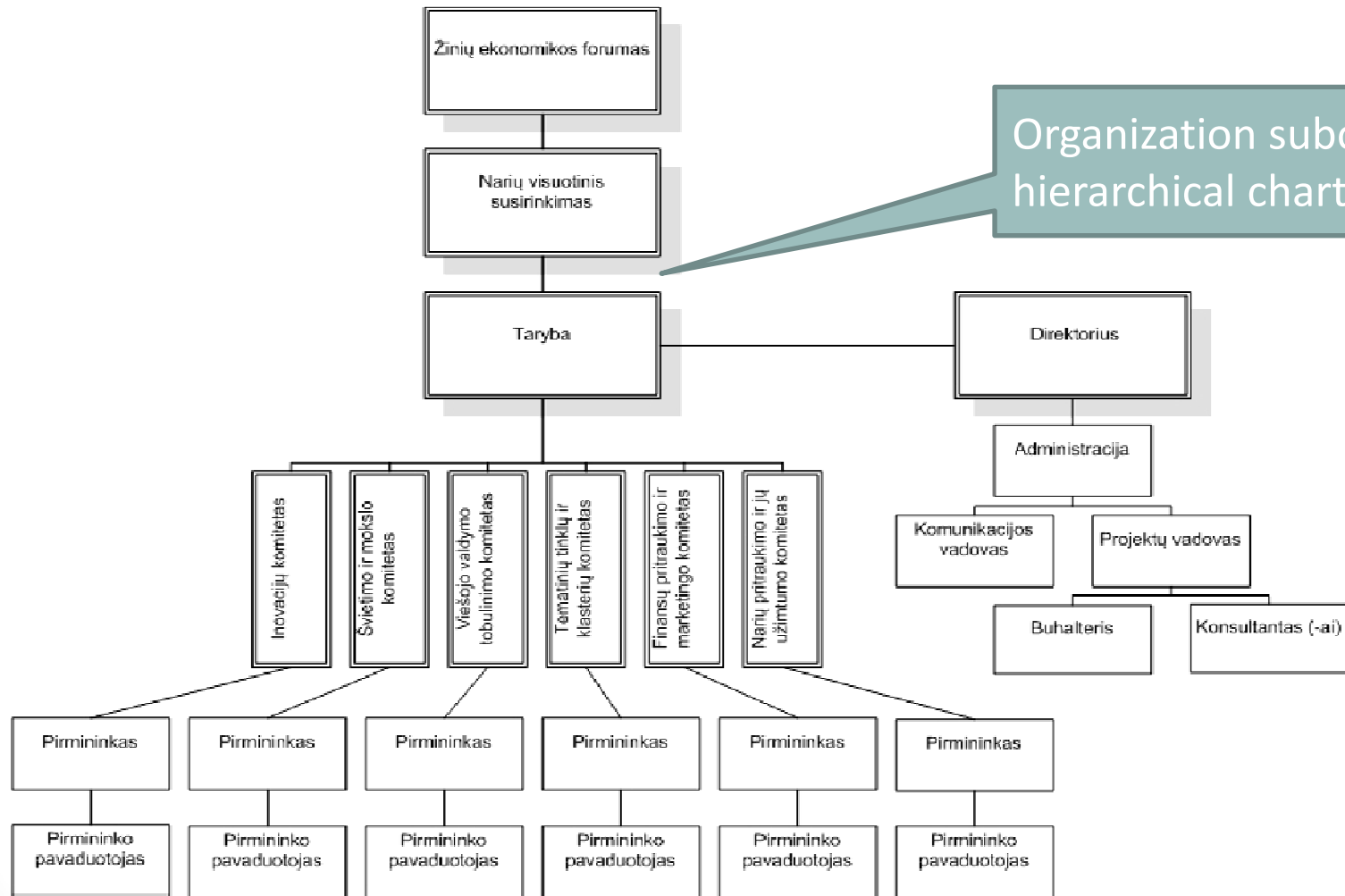
Object and the study area

- **Object of this research** - collaboration and communication business processes and organizations in business process improvement based on a modern CRM and Wiki technology solutions.
- **Areas of research** - non-governmental organizations and business communication processes.
- **Research aim** – Optimize the organization of cooperation and communication of business processes using modern collaboration and communication management tools, and adapting them to the organization's needs.

Analysis

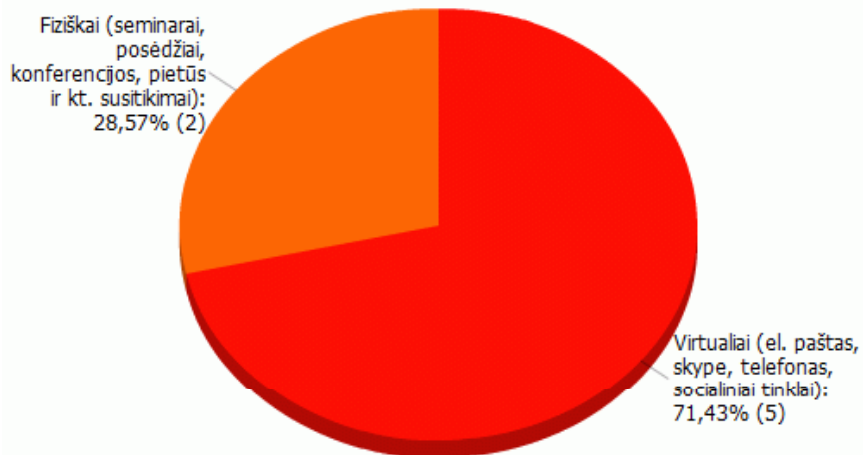
- **The aim of analysis** - to investigate the association “Knowledge Economy Forum” optimal opportunities to use the Virtual organization model, a software analysis tools and capabilities to adapt new organizational solutions.
- **Analysis methods:**
 - Business processes, customer issues and challenges.
 - Literature, internet sources, selection, evaluation, analysis.
 - Software comparison for the selected criteria.
 - Members of the organization / employees of thought (mind) storm.
 - Users online survey, interviews and so on.

Organization chart

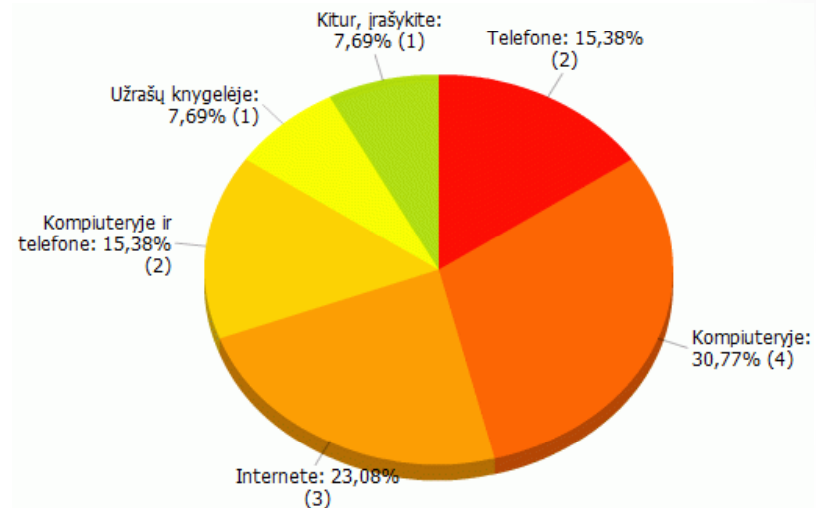


Organization subordination hierarchical chart

Analysis: Users online survey



How do you communicate – virtual or physically?

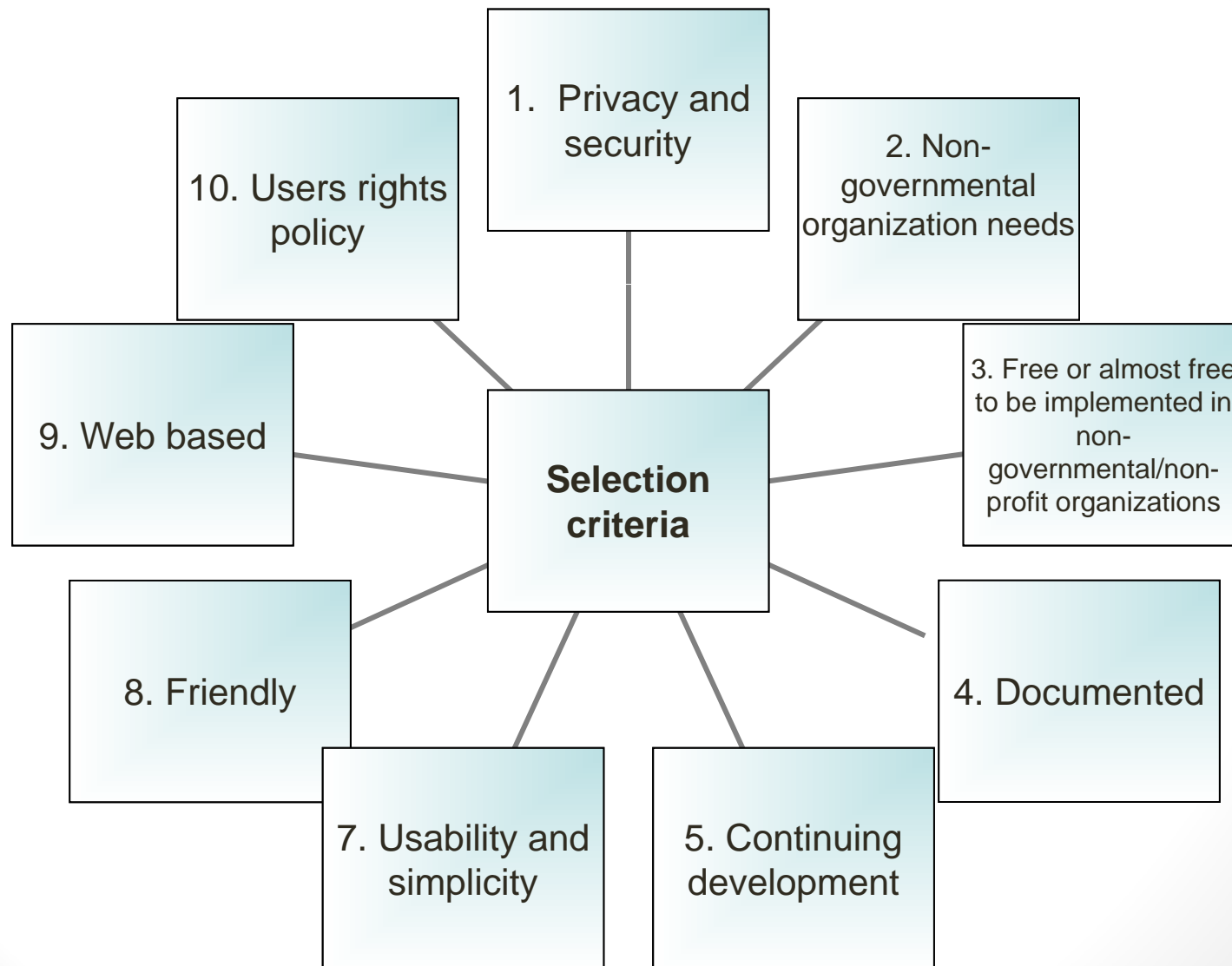


Where are you saving and searching data about members?

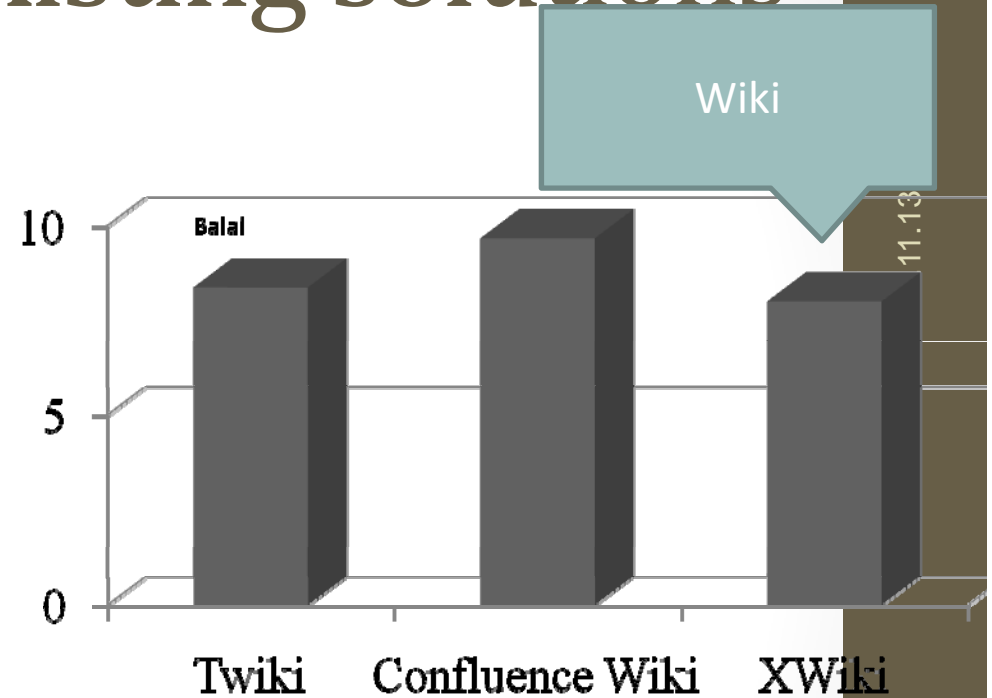
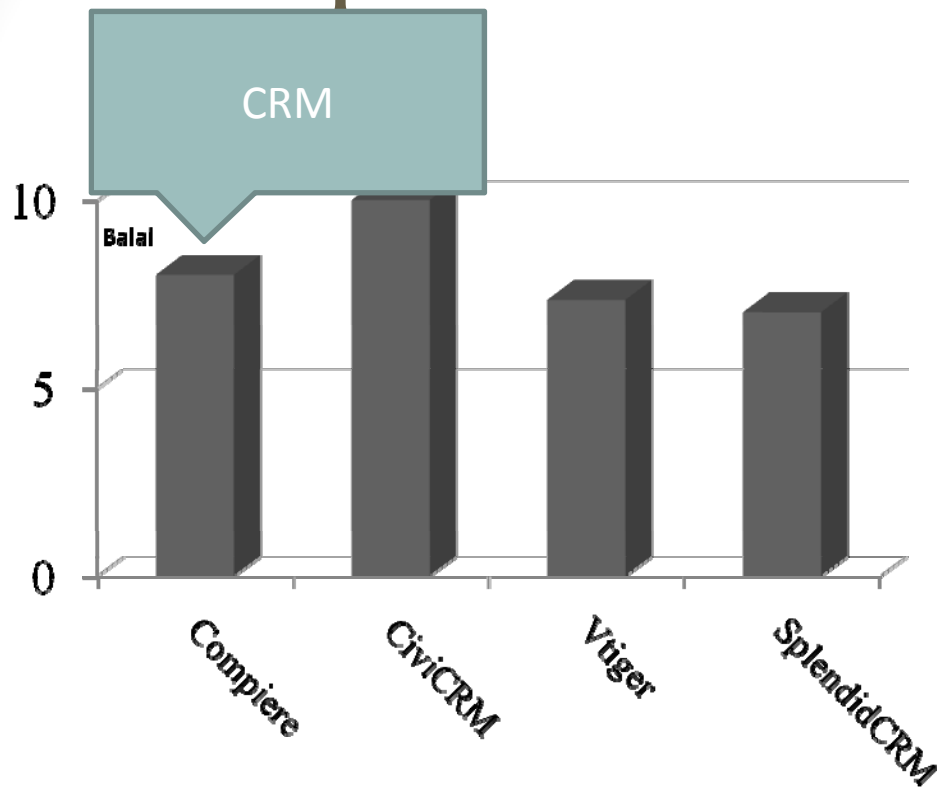
Issues detection & solutions

Issues	Solutions
<p>Content, knowledge and information – without structure, not easy to find and archive it. Members are geographically decentralized, and the main tool for collaboration is only e-mail, but often it very easy to lose the main topic and topic history. Very hard to monitor Activity of members.</p>	<p>Content management (collaboration)</p>
<p>All the contacts are not at the same place , often could be lost, needs to find time to find and not easy to find, no records about membership history. Events are organized without any main special online events tools, no registration to the event solution and etc.</p>	<p>Customer relationship management (communication)</p>

Frame selection criteria

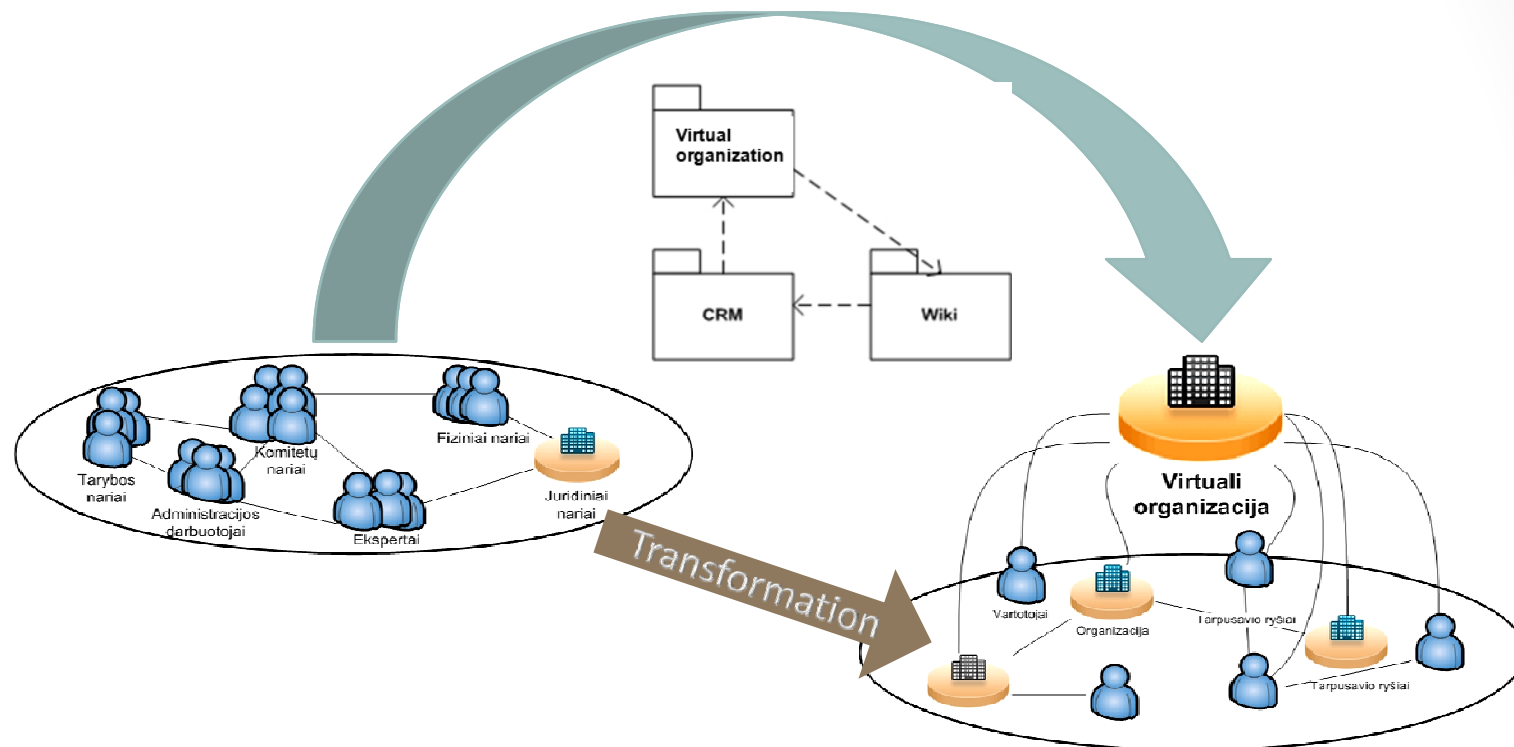


Analysis: comparison of existing solutions



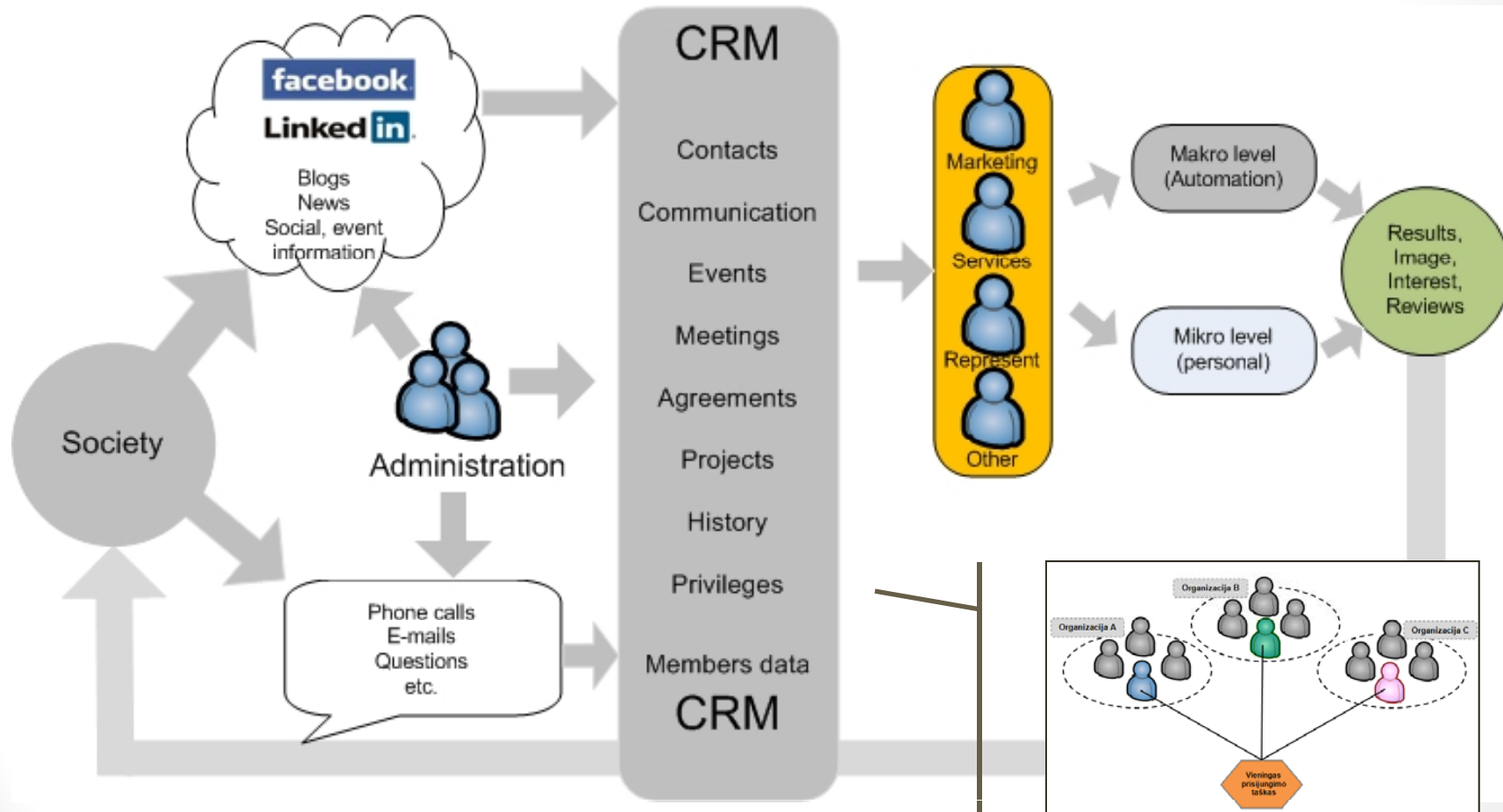
After evaluation selected - **CiviCRM** and **ConfluenceWiki** systems.

Project of Virtual organization



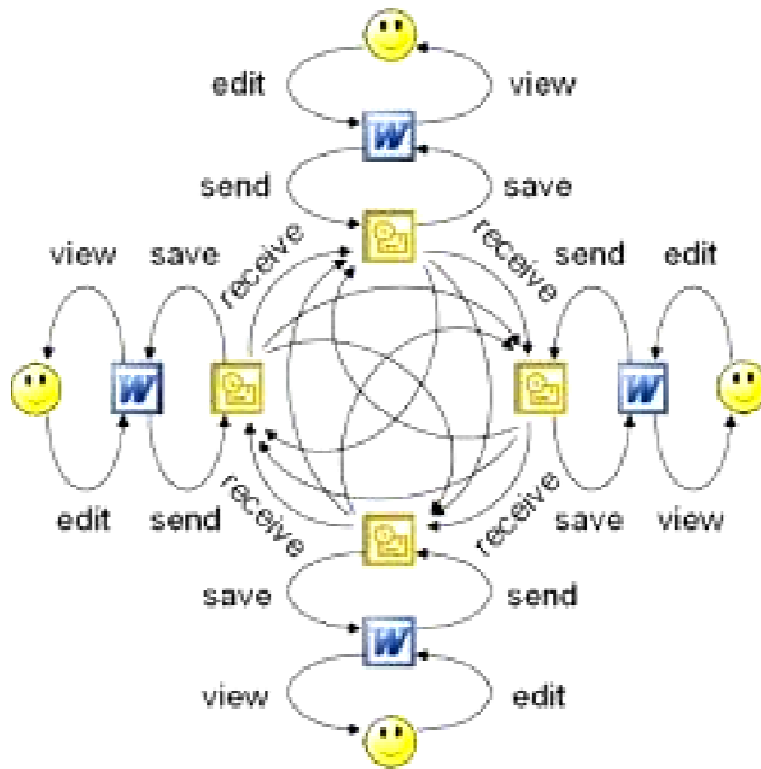
There is need to mobilize member network with the aim of common activities analytical work, product creation, at the same way keeping decentralized organization network of the members.

Customer relationship system model

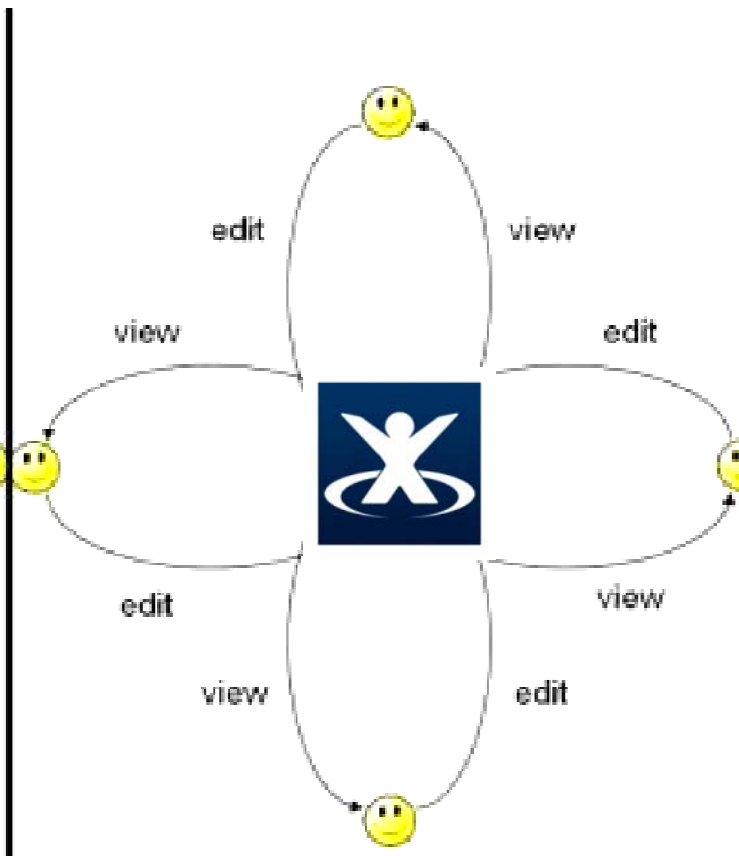


Collaboration system model

Past collaboration model based on e-mail tool



Modern collaboration model based on Wiki tool



Realization

Content management system

ŽINIŲ EKONOMIKOS FORUMAS

Welcome to the internal world of Knowledge Economy Forum!

Forum aims to disseminate the ideas of knowledge economy, promote an environment favorable to the development of knowledge economy, defend the interests of business and science and promote business, academic and government structures for cooperation in the implementation of knowledge economy development strategy, creating a transparent and open business environment to encourage free competition.

Spaces: My All

ŽEF Švietimo ir mokslo komitetas

Feed Builder - create your custom RSS feed.

People Directory - browse users and personal spaces.

Recently Updated

- Tomas Pranckevičius about 11 hours ago
- Renata Vaicekauskaitė Jan 26
- Edgaras Leichteris Sep 29

pradžią Paieška ... Darbų eiga Kontaktai Renginiai Narystė Ataskaitos Pagalba

ŽINIŲ EKONOMIKOS FORUMAS

Žinių ekonomikos forumas – kuriantiems ateitį.

Pirmas > CiviCRM

CiviCRM Pradžia

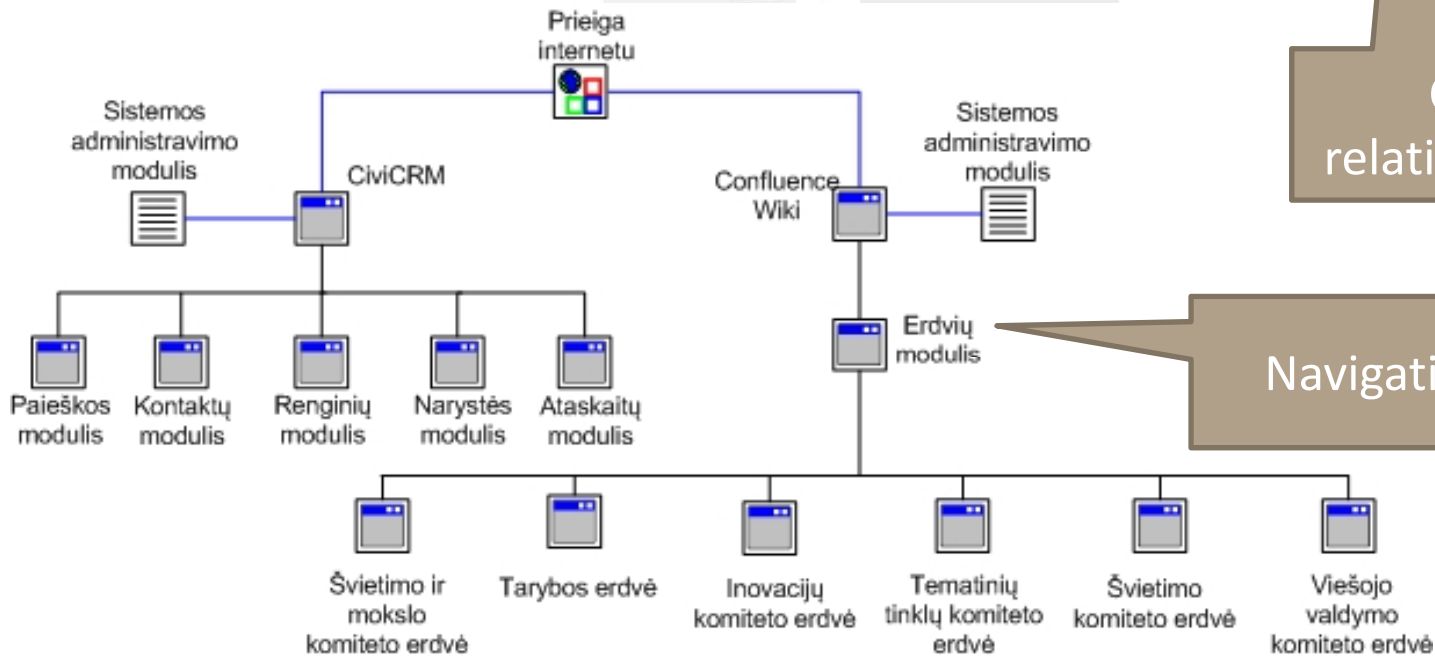
Nustatykite savo valdymo skydelį

Paieška

Visi ?

Naujausi pakeitimai

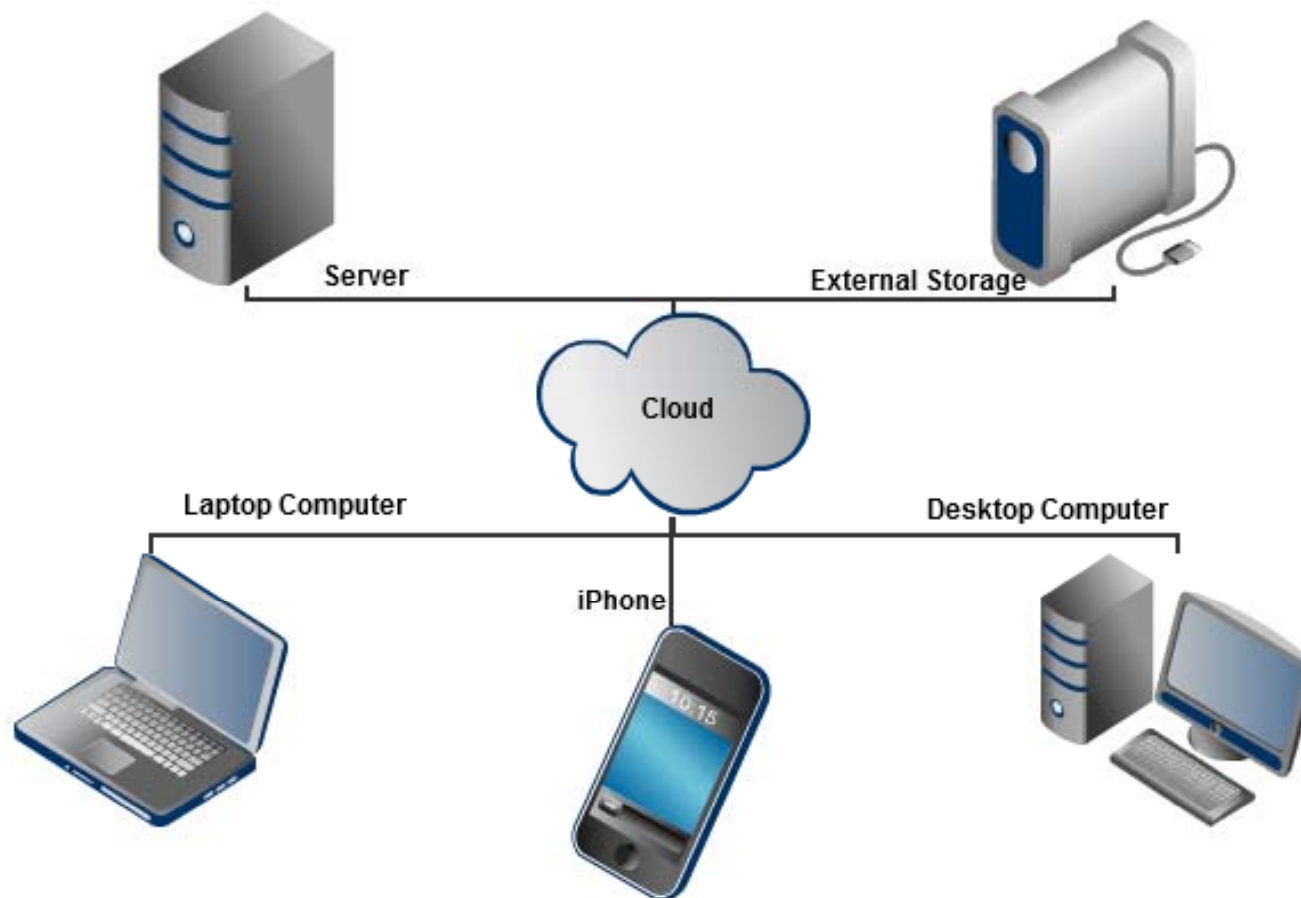
Customer relationship system



Navigation plan

2011.11.13

Basic schema of used private infrastructure



Conclusions

- Previous organization processes are incapable to operate a meaningful and effective, as it is suboptimal to use, and their contents decentralized, so it was decided to install the selected modern co-operation and communication management technology solutions.
- Suggested organization operating models helps optimize the organization processes which are based on identified user requirements for online collaboration and communication system.

Conclusion

- Selected technology solutions accordance with design specifications and special adaptation was realized in the way to optimize collaboration and communication processes in the use of modern technology solutions.
- The results have been implemented in the organization and was adopted in 2011 May 26. Also it was confirmed by the act of implementation.
- Systems increased the potential for the realization of a virtual organization to mobilize efforts to optimize performance for specific products creation, while maintaining a decentralized network of member organizations.

Current investigation [2011-2015]

- Title of PhD
- Investigation of impact of cloud computing technology on the visualization and classification algorithms
- The aim of the research
To optimize visualization and classification algorithms on the impact of cloud computing technology.

The tasks of the research

- 1. To study and analyze (research papers) visualization and classification algorithms (Multidimensional scaling, dimension reduction, C4.5, Bayes trees, etc.) issue on cloud computing technology.
- 2. To prepare theoretical and empirical research plans based on previous reviews and analysis.
- 3. To make theoretical investigation with the aim to solve visualization and classification algorithms realization issue on cloud computing technology.
- 4. To implement modified visualization and classification algorithms and investigate with the aim to solve its realization issue on cloud computing technology.

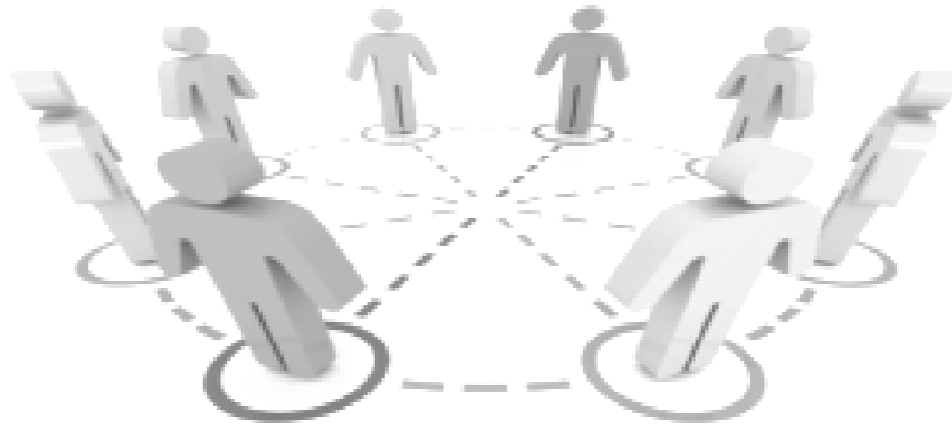
Research methods

- The analysis of the scientific and experimental achievements in the field of data visualization, the use of information retrieval, organization, analysis, benchmarking and aggregation methods.
- Software development, software modeling method.
- Theoretical methods used to prove theorems and algorithms for testing convergence. Applied the principle of mathematical induction to prove statements.
- Based on the experimental method of analysis, the statistical data and analysis results, which are used to evaluate the results of aggregation method.

Thank you.

2011.11.13

(23)



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