**Challenge**

Employees often lack complete information related to projects on which they are working because that information resides in other projects or parts of the organization.

**Focus**

This CA Labs research project is focused on automated, context-based knowledge dissemination methods that unobtrusively present related project and event information to users as they perform normal work activities.

**Result**

Informing employees about known data that may be related to their current projects, without the need for manual searches, will enhance their opportunities to collaborate more effectively and perform project work with greater efficiency and accuracy, which should help speed project completion.

A wealth of information related to corporate projects is typically available on web pages, wikis and other internal sites. However, employees are often unaware of useful information residing within the corporate network or do not know where to find it. This results in different business units working on similar problems with no coordination, thus duplicating efforts.

Blogs, email distribution lists, and intranet searches are time consuming and inefficient for obtaining project information that usually resides somewhere within an organization’s intranet. Pushing information about related projects that is generally available to all employees to those workers who are specifically assigned to a set of related projects fosters collaboration, reduces redundant efforts, and helps improve project quality and speed completion times.

The CA Labs KnowDis research project is investigating methods and developing prototype tools for disseminating targeted information about existing projects in ways that have minimal impacts on normal work habits. The context for information that would be pushed to a user will be developed through the combination of analyzing email content and documents on the user’s computer, as well as allowing the user to develop a personal profile. A database of corporate projects and related information will be developed by interrogating various internal web servers. For protection of sensitive data, project page owners will be given the ability to define pages that should and should not be included in the database.
**KnowDis knowledge dissemination process**

The goal of the KnowDis research is to develop a user experience that:

1. Extracts keywords from a user’s email or other sources (e.g., web browsing or searching, examining documents on the user’s hard drive, etc.) as the user performs an activity.
2. Compares the keywords to the corporate projects’ database to find appropriate matches.
3. Presents related project information to the user effectively and in a usable form.

![Figure 2. As a user performs an activity like reading an email or surfing the web, keywords are sent to the database and information about related project sources is returned to the user.](image)

The prototype tools will be developed with a focus on usability issues, including both the design of an appropriate user interface and user studies examining the requirements for making the system useful for the end user.

**More information on CA Labs KnowDis research project**

CA Labs is collaborating with researchers from University College London in the United Kingdom. The following papers are related to this research project:


For additional information about this or other CA Labs projects, please contact Carrie Gates at Carrie.Gates@ca.com or Steve Greenspan at Steven.Greenspan@ca.com.

About CA Labs and innovation

CA Labs is the research arm for CA Technologies and a hub for the company’s initiatives for innovation. CA Labs collaborates with the world’s foremost researchers in academia, industry and government to perform advanced research to address cloud, software-as-a-service, security, virtualization, automation, mainframe, service assurance, and service and portfolio management challenges. For more information, visit ca.com/calabs.