

Designing a Web-based Search Service for Knowledge Exchange

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Abstract

In society today, knowledge and information is vastly becoming the most important constituent of our commercial development. The assignment of this master thesis was to develop a front-end search service as a part of a web-based knowledge-management system at the companies Mobiento and Adiento. Mobiento and Adiento are two Swedish-based mobile-marketing firms which every year utilize a great number of advertising projects. Mobiento and Adiento's chief executive officer and the initiator of the assignment – Per Holmkvist – realized that new recruits spent too much time asking other employees questions at the initial stages of a project. The purpose of the assignment was to enable employees at Mobiento and Adiento to participate in sharing and retrieving acquired knowledge amongst each other, in a straightforward and intuitive way. Furthermore, the assignment included modeling the intended user with the help of methods and processes for human-computer interaction. An in-depth study of how to design user-interfaces for web-based search was made as one of the main constituents to achieve this goal. The report describes the methods, accomplishments, and results that were executed and generated during the assignment. The final outcome was presented in a requirements specification and a documentation a high-fidelity prototype of the system.

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