A Study of Agent-Based Corporate Memory Model

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ABSTRACT

Usually a great deal of tacit knowledge is stored within the organization. However, the knowledge is rarely traded and shared systematically.Take corporate memory for example, the number of employees who quit their jobs every year under the flexible labor market environment has gradually lead to a corporate amnesia phenomenon. This will not keep the orgnization from effectively learning from and passing on the experience. This research is basically focus on the problem of losing corporate memory and by using multi-agent technology to construct multi-agent corporate memory system which will include a variety of topics and involve all levels of unstructured and semi-structured document which can be digitalized. The agent-based corporate memory model proposed by this research followed the PASSI methodology in system analysis and design to clearly identify the role, responsibility of each agent, and the relationship between agents. Moreover, to apply information retrieval and vector space model into agent application to achieve automated retrieve correlated document. The proposed system also can make recommendations according to keywords of document, user''s profile, satisfaction evaluation documents, and ontology to be the basis of communications between agents. The actual result of the research is to allow users provide a window through agent-based corporate memory model. The member of the organization can retrieve correlated knowledge-based documents within the organization and assist users to find the knowledge-based documents which conform to the keywords they entered to achieve the purpose of recommendation.Users can continuously turn the explicit knowledge into tacit knowledge to generate more knowledge-based documents. Constantly doing so will form the spiral of knowledge transmit and help promote the know-how of the members within the orgnization.

Keywords: Agent ; Ontology ; Corporate Memory ; PASSI

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