

CASE STUDY: LUCENT BETTER BUSINESS PRACTICES



THE PROJECT: In 2000, the Lucent Knowledge Universe Initiative was responsible for expanding its knowledge sharing web presence with the concept of creating a Better Business Practices repository for the Lucent Intranet. The goal was to allow any Lucent associate to submit ideas and processes which have helped them improve productivity into a common, shared pool of knowledge.

THE CHALLENGE: This group needed to develop a publishing process to collect, review, maintain and present Business Practices covering a wide range of subjects with distributed content review capabilities that retained standardized content quality control. The wide range of subjects required

a navigation system that allowed Lucent associates to quickly locate Business Practices that related to their business processes.

THE SOLUTION: ITCN developed a multi-stage document publishing system that followed a Business Practice from submission, through several stages of review, to publication utilizing automated email notifications to allow content to be processed by the user community, subject matter experts and direct administrative action. The process also allowed published Business Practices to be updated, archived, rated and discussed. In addition, a multiple-attribute cataloging system was developed to allow end users to easily find proposed and approved practices by topic specific browsing or searching.

THE TECHNOLOGY: The Better Business Practice site was created on a Microsoft NT IIS 4 server utilizing Active Server Pages connecting to a Microsoft SQL 6.5 Database.

THE CUSTOMER: "ITCN delivered a custom web application that met our high standards as well as our schedule and budget. They showed creativity, initiative, a deep understanding of business problems and processes and the necessary technical expertise. After deployment we experienced timely responsive support. I can recommend ITCN without reservation."

- Don Slepian
Web Manager
Lucent Technologies, Inc.